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 (VTC) 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 end of Ramadan. 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 9 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.
## COVID-19 response activities

### Jordan (JFO)
- Health staff are delivering essential medications to patients to cover a minimum of two months’ of prescriptions. As of 4 May, 64,741 patients have been covered.
- Health centres started immunisation services on 27 April. As of 4 May, 3,287 children have been vaccinated.
- 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)
- A seventh Palestine refugee was confirmed COVID-19 positive on 2 May. The refugee is a 22-year old neighbour of the family confirmed positive in the week of 20 April. She is asymptomatic and in home isolation in Wavel camp.

### Syria (SFO)
- There has been a 50 per cent reduction in health centre attendance since measures were put in place to reduce crowding.
- Triage of patients in the health centres continues and only urgent cases are referred to hospitals. Some 6,018 patients have attended UNRWA health facilities with respiratory complaints (non-COVID-19) since 12 April.
- Leaflets continue to be distributed. Telemedicine, including for psychosocial support (PSS), and helplines are operational. 1,225 calls for telemedicine have been received since 12 April.
- 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 visits and identified distribution points. Some 754 home visits have been carried out since 12 April.

### Gaza Strip (GFO)
- No new confirmed COVID-19 cases were reported in Gaza over the reporting week. The total number of cases remains at 17, all detected in, and confined to, quarantine centres for returned travelers. None have reportedly experienced severe symptoms.
- The total number of cases under compulsory quarantine for 21 days, as of 3 May, was 1,950 in 20 centres.
- 17 triage points, established in schools to keep patients with respiratory symptoms away from health centres, recorded 7,541 visits in the reporting week.
- Health centres are operating with reduced services and the number of patient visits has consequently reduced. There were 1,535 remote consultations on the recently established telephone hotlines. Some important services were reopened for urgent cases, including registration and antenatal services.
- Home delivery of essential medicines to patients over 70 years and/or with diabetes is underway in cooperation with the RSS programme; 1,686 drop-offs were made during the reporting week.

### West Bank (WBFO)
- The total number of COVID-19 cases in the West Bank is 336 and there are a reported 167 cases in East Jerusalem.
- A pilot distribution programme of NCD and other medication to vulnerable patients in Deir Ammar camp was conducted during the reporting period.
- All health centres are operating as usual apart from Biddou Health Centre (Ramallah Governorate), which opens by appointment on Wednesdays for the vaccination of infants, and Thursdays for the treatment of women with high-risk pregnancies. The delivery of NCD medication takes place every Saturday.
### COVID-19 response activities

**HQ Programme**

- The Health Department (HD) is developing a report outlining the Agency’s health response since the start of COVID-19 pandemic. This document will reflect the resilience and flexibility of the UNRWA health system during all phases of the crisis and is intended to serve as a guiding document for any future major health crisis.

- The HD is currently working with field offices to finalize the protocol for ‘return to work’ arrangements at all UNRWA offices and installations post-COVID-19 recovery phase.

**Key Constraints**

- **Jordan**
  - Health services provided at UNRWA health centres are limited to immunization only.
  - Due to travel restrictions between governorates some health staff are unable to commute and a couple of health centres are unable to reopen.

- **Syria**
  - Low number of testing facilities in Syria remains a concern.
  - Several measures have been lifted over the reporting week, which may result in a spike in cases.
  - The security situation in southern Syria continues to disrupt home delivery of NCD medication.

- **Gaza Strip**
  - The low number of available COVID-19 test kits throughout Gaza remains a major concern.
  - Major disruption to the limited transport pipeline for the central procurement of medical supplies remains a real possibility.

- **West Bank**
  - Movement restrictions on Israeli roads, which stipulate no more than two persons are permitted in any vehicle, has been challenging for some health centres. On 30 April, Al Zbeidat Health Point in the North Area could not open with the required staff for this reason. The Health Programme has since drafted a plan to avoid this occurrence in the future.

- **Lebanon**
  - Procurement has become increasingly challenging due to the economic meltdown that has seen the suspension of the normal financial services and a loss of confidence in the local currency LBP.
COVID-19 response activities

| Jordan (JFO) | UNRWA teachers are preparing students’ evaluations based on previous academic and general performance.  
| Online applications continue to be received for new Grade 1 students. |
| Lebanon (LFO) | Self-Learning Programme (SLP): Self-Learning materials are being widely used by students and caregivers across all grades and core-subjects. Guides for teachers, parents, and caregivers have been developed to support students’ self-study.  
| Psychosocial Support (PSS): PSS interventions have shifted to an online modality, providing Individual and Group Counselling, as well as check-in calls on children and caregivers. School Counsellors have developed materials for alleviating stress, anxiety, fear, and panic while providing age-appropriate facts on COVID-19 to be shared with the community. Support is being provided to engage students in the Self-Learning Program (SLP).  
| Recreational Activities: Recreational activities, physical education exercises, and educational games for children and caregivers are distributed through social media platforms to improve well-being and holistic health. Moreover, 'Brain Gym’ exercises strengthen childrens’ focus and memory.  
| Educational Support: In collaboration with the UNRWA 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.  
| Technical and Vocational Education and Training (TVET): An emergency response plan focusing on students’ health, wellbeing, and training has been developed via e-learning portals and cross-platform messaging services. While participation levels have increased in the online platforms, a number of students and instructors report internet connectivity and user experience challenging. Support is being provided online and via social media applications. |
| Syria (SFO) | Self-learning materials continue to be developed and circulated through email, WhatsApp and printouts. UNRWA Education Programme is now developing tests online.  
| In line with the Syrian Ministry of Education (MoE) decision, the current school year has ended and all Grades 1-8 students will be automatically promoted into the higher grades in the new academic year. |
| Syria (SFO) | • The online registration of Grade 1 students for the academic year 2020/2021 started on 27 April. The acceptance criteria were circulated to parents through emails and WhatsApp.  
• TVET students are being supported with learning programmes through an online platform. SFO estimates that 80 per cent of students are currently accessing online education services. |
|---|---|
| Gaza Strip (GFO) | • A special catch-up programme for students in August is being considered.  
• Since the second week of March, there have been 1,075,267 individual visits to the Interactive Learning Programme, and 1,179 individual visits to TVET platform. |
| West Bank (WBFO) | • Distance learning continues in all three TVET centres. High numbers of students are participating as follows: 594 students at Ramallah Men’s Training Centre (out of 600 registered students), 697 students at Ramallah Women’s Training Centre (out of 720 registered students) and 217 students at Kalandia Training Centre (out of 327 registered students). |
| HQ Programme | • The HQ Education support at this time is in four strands: one is increased and regular communication: weekly meetings with the Chiefs; with individual Fields; with cadres, such as Counsellors and Health Education staff; TVET Principals and Instructors. The second strand is continuation of all planning, and reporting work - programmatically and project wise; increased engagement with, and reporting to, donors. The third strand is advocacy and partnerships: education has contributed to a number of global fora on the COVID-19 response (more below). The fourth is the tangible education response to COVID-19 and here the HQ Education in Emergencies (EiE) COVID-19 Task Force is working in five key EiE areas – self-learning, psychosocial support, safety and hygiene, TVET and, monitoring and evaluation as follows:  
1. **Self-Learning:** The HQA curriculum Team finalized its feedback to all Fields - the last of which was to Lebanon - with regard to the overall approach to Self-Learning for the COVID-19 crisis. The reviews were carried out against five criteria: 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 teachers support).  
2. **PSS and Safety and Hygiene:** Agency-wide meetings of the PSS Counsellors across the Agency continue to be held every week, led by HQA. These are strengthening the psychosocial support to children in all Fields. The Resource Guide, ‘Supporting Students During COVID-19: A Guide to Learning, Health, Safety and Psychosocial Resource’ now includes health messages, and related video links. Plans are underway to invite all students in the different field offices to participate in producing short videos or posters related to health awareness.  
3. **TVET:** TVET HQ has continued to lead on the TVET emergency response during the COVID-19 crisis. Agency-wide bi-weekly meetings are useful in sharing, problem solving and determining ways of working. An online platform is currently being tested in preparation for launching in the Fields so that all VTC instructors can upload and share their training materials for each TVET course. Education HQ is finalising a Code of Ethics related to online communication and self-learning materials to ensure neutrality, appropriateness and compliance with copyright.  
4. **Monitoring and Evaluation:** Three Fields will implement the Agencywide phone surveys, with parents, to assess students’ access to technology at home, and discussion is ongoing regarding options for such surveys in the remaining two Fields. Reflecting the need to track the percentage of students accessing SLP, HQA has drafted a new EiE indicator to provide a harmonized methodology for collecting this data. HQ IMTD Gaza, working with Education HQ, have completed an initial review of one of the technological tools used to support self-learning in the Fields, and will proceed with reviewing the remaining tools. |
**COVID-19 response activities**

**HQ Programme**
- **Partnerships:** HQ Education contributes to the weekly UN regional Inter-Agency meetings, on the COVID-19 Education response and school reopening. A Global Framework on Back to School was issued (by UNICEF, WFP, World Bank, and UNESCO). UNRWA is now contributing to the Regional Framework for Back-to-School along with other UN agencies. As a first step, HQ Education agreed to participate in a Ministerial Webinar organized by UNESCO in mid-May to discuss the Back-to-School framework.
- HQ Education provided substantive support to the revision of the education dimension of the UNRWA Flash Appeal.

**Key Constraints**
- HQ/Agency-wide
  - There are major discrepancies in terms of access to technology and connectivity among children and youth, highlighted particularly by Jordan and Syria but all Fields face these challenges. In order to address this issue, the Fields have also adopted low-tech self-learning modalities and Agency-wide surveys are being undertaken to gain a better understanding of the scale of this issue.

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## relief and social services

**COVID-19 response activities**

**Jordan (JFO)**
- JFO is preparing for cash distributions for ex-Gazans in Jerash camp.
- Results of the socio-economic phone survey that was carried out the previous week with approximately 1,000 vulnerable families are being analyzed (see previous Weekly Update).
- 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.

**Lebanon (LFO)**
- LFO is in the process of finalizing an emergency relief package for the poorest and most vulnerable Palestine refugees affected by COVID-19 as well as by the deep economic and financial crisis in Lebanon.
- 96.6 per cent of eligible Palestine refugees have been provided with cash assistance.
- 71 per cent of eligible Palestine refugees have received the in-kind food basket.
- For the in-kind food distribution, 14 regular distribution centres, five mobile centres, and eight newly-established distribution points at UNRWA schools and microfinance offices were used; four of the new distribution points are now closed as distribution has been completed in some areas, while four remain operational. A new distribution point is being set up at the UNRWA Palestine School in Damascus.
- UNRWA teachers and sanitation labourers continue to support the distribution teams in the newly-established distribution centres.

**Syria (SFO)**
- 96.6 per cent of eligible Palestine refugees have been provided with cash assistance.
- 71 per cent of eligible Palestine refugees have received the in-kind food basket.
- For the in-kind food distribution, 14 regular distribution centres, five mobile centres, and eight newly-established distribution points at UNRWA schools and microfinance offices were used; four of the new distribution points are now closed as distribution has been completed in some areas, while four remain operational. A new distribution point is being set up at the UNRWA Palestine School in Damascus.
- UNRWA teachers and sanitation labourers continue to support the distribution teams in the newly-established distribution centres.

**Gaza Strip (GFO)**
- RSS offices remain closed and no home visits are being conducted. RSS staff are working remotely and responded to 444 phone calls and 20 emails from beneficiaries over the reporting week. Queries were mainly related to food assistance.
- Teachers from the Rehabilitation Centre for the Visually Impaired (RCVI) are following up with the children who are self-learning with their parents.
### West Bank (WBFO)

- All RSS offices continue working remotely. Eligibility and registration services are also being conducted remotely.
- The first round of food assistance distribution was almost completed. During the reporting week food baskets were distributed to families affected by the COVID-19 situation in the following three areas: Nablus (644), Hebron (253), East Jerusalem (248).
- Food distribution for Bedouin communities, in coordination with WFP, was completed for the 1st Quarter on 29 April.
- RSS officers are preparing the distribution lists for the second stage of food basket distribution.
- The RSS team continues to call around 56 families every working day to check on their well-being and to give guidance on hygiene-related issues. Efforts were also made to meet the urgent needs of vulnerable refugees, particularly those registered with the Social Safety Net Programme (SSNP).
- Selective cash assistance was distributed for families in need as follows: Nablus (17), Hebron (17), East Jerusalem (16).
- The psychosocial first aid hotline received 167 calls during the reporting week.
- Over the past week, beneficiaries aided by the following programmes are as follows: Women’s Programme (46), Disability Programme (64), Child and Family Protection Programme (70) and Crisis Intervention Unit (110).
- Thirty counsellors and social workers participated in a three-hour online training on ‘phone consultations’ carried out by the Palestinian Counselling Centre (PCC). The objective was to build the capacity of social workers and counsellors who are in daily communication with refugees via phone, especially those working on the psychosocial support hotline.
- RSS organised a community mental health initiative in Aqbat Jaber camp targeting 50 women and 50 children alongside local CBOs and youth centres.

### HQ Programme

- Emergency funding has been made available for Lebanon and Jordan Field offices to provide extraordinary cash distributions to over 200,000 vulnerable refugees.
- Training for hotline operators in Gaza was provided by the Palestinian Counselling Centre, and in Lebanon by the School of Social Work at the Saint Joseph University in Beirut.

### Staff care:

- An area staff counselling service is being set up in all Fields to support staff while they are working remotely. Staff counsellors have received induction training in GFO, SFO, WBFO and HQ Amman and are ready to provide individual confidential counselling as needed. Induction training for staff counsellors in LFO and JFO is ongoing. Additional support is being provided through a series of videos uploaded to the official UNRWA staff Facebook group. Topics covered include how to look after yourself and others as well as coping mechanisms for working remotely.
- A counselling service for international staff in all Fields and HQ Amman is being provided by external clinical psychologists. Initial staff care sessions were carried out remotely for all international staff at the beginning of the pandemic when work from home measures were implemented. Follow-up care sessions were completed remotely on 30 April.

### Key constraints

- The socio-economic impact of the pandemic is severely affecting refugees who receive very limited host government support, in particular ex-Gazans (refugees from 1967) and Palestinian refugees from Syria.

### West Bank

- Thirty-six GBV related cases were followed up by the Child and Family Protection Programme. The types of violence reported varied from physical and psychological abuse to neglect and the number of cases has increased over the past month.
### Key Constraints

- **Lebanon**
  - UNRWA lacks funding to support all refugees in need, causing rising tensions in the refugee community.
  - Lebanon’s banking system has severely reduced its normal operations while the Lebanese pound has halved in value on the open market, complicating cash distributions.

### COVID-19 response activities

#### infrastructure & camp improvement (icipp)

<table>
<thead>
<tr>
<th>Country</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Lebanon (LFO)</strong></td>
<td>• The ICIP team is modifying dormitories in Siblin Vocational Training Centre (VTC) as well as in specific UNRWA schools for use as a COVID-19 isolation centres for patients with mild symptoms.</td>
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<td>• More than 300 sanitation workers clean health centres and camps on a daily basis.</td>
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<td><strong>Syria (SFO)</strong></td>
<td>• Sanitation services in the nine official camps and one unofficial accessible camp are carried out daily in addition to disinfection activities. Sixteen additional sanitation labourers have been hired to support the cleaning services.</td>
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<td>• Garbage collection points continue to be disinfected along with larger areas in the camps.</td>
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<td>• UNRWA installations are being regularly disinfected as necessary.</td>
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<tr>
<td><strong>Gaza Strip (GFO)</strong></td>
<td>• Sanitation work, including the cleaning of roads and alleys, solid waste collection and disposal, is ongoing.</td>
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<td>• The total volume of solid waste collected from the camps over the reporting period is 1,400 tons.</td>
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<td>• Water wells are being maintained and the Agency is operating nine wells in three camps (Khan Younis, Rafah and Jabalia) to supply around 18,800 households.</td>
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<td>• All shelters activities and construction works are temporarily suspended.</td>
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<tr>
<td><strong>West Bank (WBFO)</strong></td>
<td>• Construction and maintenance works remain suspended in the West Bank. ICIP is considering resuming construction works in some areas subject to clearance from the Palestine Authority (PA).</td>
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<td>• Disinfection campaigns continue in all 19 official camps across the West Bank.</td>
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<td>• The shelter programme coordinated the distribution of payments to refugees (for self-help shelter repair and construction costs) based on invoices provided while home visits remain suspended.</td>
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<tr>
<td><strong>HQ Programme</strong></td>
<td>• Guidelines for safe work practices and occupational health and safety for sanitation services and construction activities are being prepared.</td>
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<td>• Technical support is being provided to camp and Field level ICIP teams on how to safely manage construction activities when work resumes.</td>
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<td>• Additional sanitation labourers have been hired for all the Field offices utilizing additional project funds to fill existing gaps and provide additional solid waste services during Ramadan.</td>
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</tbody>
</table>
## COVID-19 response activities

### HQ Programme

- The Microfinance Department (MD) four-month loan repayment deferment, starting April, is being reviewed monthly.
- No new loans are currently being provided.
- Branch offices in Syria, the West Bank and Gaza have now reopened for 1-3 days a week depending on conditions in each Field. Around 30 per cent of staff are working out of the MD offices for a few hours on selected days to receive payments from clients who are able to keep up with repayments or to process clearance forms for clients. Clients with prearranged appointments are permitted to enter the offices and during opening times all preventive and safety measures are being followed.
- MD Jordan is planning to partially open branch offices for three days a week with 4-5 staff provided that all preventive and safety measures can be taken.
- As some sectors of the economy start to open up plans are being developed to prepare for the resumption and potential expansion of MD’s work.
- Working teams are currently developing operational and financial manuals as well as training materials.

### Jordan (JFO)

- Protection monitoring, case documentation and referrals continue remotely.
- The number of GBV cases reported is decreasing, posing concerns that people are unable to safely report. This issue was raised with the Jordan GBV Information Management System (IMS) Task Force.
- JFO provided online care services for 648 children with disabilities. Over 100 families participated in online awareness-raising sessions on safety and protection measures for children with autism and Down’s syndrome.
- Self-care and psychosocial support sessions were conducted in Zarqa and Marka camps, benefitting 35 individuals.

### Lebanon (LFO)

- Protection principles have been mainstreamed in UNRWA Lebanon COVID-19 response plan, including by targeting key messaging to vulnerable groups, and in the design and planning of the isolation centre at Siblin Training Centre.
- An outreach strategy has been developed to mitigate and respond to an anticipated increase in violence against children and domestic violence through established community networks and CBOs.
- Programmes and staff are being supported in the implementation of mental health and psychosocial support (MHPSS) activities and providing technical support to MHPSS specialists.

### Syria (SFO)

- A total of 330 calls were received through the helplines during the week 21-27 April. Data continues to be collected with the vast majority of callers requesting information on cash and food assistance. One of the helplines will be dedicated to persons with hearing disabilities and should be open in the coming week.
**COVID-19 response activities**

<table>
<thead>
<tr>
<th>Syria (SFO)</th>
<th>• SFO is investigating the possibility of re-opening family support offices on a part-time basis to provide case management and legal advice to GBV survivors.</th>
</tr>
</thead>
</table>
| Gaza (GFO)  | • New mechanisms to respond to critical protection cases while movement restrictions are still in place are being finalized.  
• Inputs were provided to the Protection Cluster on protection considerations when designing and operationalizing quarantine facilities. |
| West Bank (WBFO) | • The Protection and Neutrality department continues to monitor and support over 20 remote vulnerable refugee communities outside of camps.  
• NCD medications were delivered to a Bedouin refugee community east of Bethlehem. |
| HQ Division | • Data is being collected on the number of GBV survivors identified monthly and the response provided.  
• Technical support is being given to the Health Programme on addressing GBV, including during the response to the pandemic.  
• Support is being provided to the Education Programme to ensure that gender and GBV are mainstreamed in the remote learning modalities and that child safeguarding is mainstreamed in the COVID-19 response and in the projects submitted.  
• SFO is being supported to ensure that disability is mainstreamed in an upcoming socio-economic assessment of the pandemic. |
| Key Constraints | • Due to curfew and movement restrictions, in-person protection monitoring and community engagement and activities have all been suspended.  
• There were 93 Israeli security operations in the West Bank during the reporting week, a significant increase over the 83 incidents recorded each week during the previous three weeks. In addition, there were eight property demolitions, including three residential structures and five of the structures are owned by Palestine refugees. |

**human resources**

| HQ Programme | • HQ Amman  
• UNRWA Human Resources Department (HRD) will close the payroll early this month, on 19 May, in order to ensure that all staff are paid before the Eid al-Fitr holiday at the end of Ramadan.  
• The first area staff care session video on self-care during the COVID-19 pandemic, conducted by Dr. Iyad Zaqout, was uploaded on the UNRWA Staff Facebook page and has received positive interactions and feedback from many area staff. |
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<tr>
<td>Syria</td>
<td>• The support of 15 professional psychosocial counsellors continues to be made available remotely to all area staff and 37 staff members (nine males; 28 females) have so far accessed this service.</td>
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<td><strong>COVID-19 response activities</strong></td>
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<td><strong>Jordan (JFO)</strong></td>
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</table>
| • 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.  
• Cash distribution for ex-Gazan refugees is targeted for completion. |
| **Lebanon (LFO)**             |
| • The Relief Plan is being finalized with the first distribution scheduled for early May. |
| **Syria (SFO)**               |
| • A second round of cash distributions is scheduled to start by 17 May.  
• Discussions are ongoing to develop plans for supporting beneficiaries given the economic hardship they are going through. Beneficiaries continue to request that the Agency provides a blanket food distribution or increases cash distributions. |
| **HQ Programme**              |
| **Education:**               |
| **Modalities of catch up classes** |
| • Work with Chiefs to determine how the key principles of safety, quality education, equity and the use of self-learning can be reflected in any catch-up approach. |
| **Back to School**            |
| • Work with Chiefs on the interpretation of class formation for 2020/2021 school year with regards to COVID-19. |
| **Self-learning materials and approach** |
| • Hold Zoom meetings with individual Fields on the feedback provided on the self-learning material and the way forward. |
| **PSS and Safety and Hygiene** |
• Organize a poster competition on health messages going. |
| **TVET**                      |
| • Testing of online platform to upload and share training materials for each TVET course. This will soon be launched in the Fields. |
| **Monitoring and Evaluation** |
| • Lead on the implementation of phone surveys to gather data on students’ engagement with the Self-Learning Materials.  
• Harmonize methodology for data collection among the Fields. |
| **Partnerships:**             |
| • Contribute to the Regional Framework for Back to School with other UN Agencies. |
| **Key Constraints**           |
| • UNRWA needs to ensure that whilst adhering to the key host government parameters, the Agency must undertake all necessary steps to ensure concerns about safety issues and quality of education are addressed.  
• In the West Bank, UNRWA is facing some opposition from camp services committees in the North area who are dissatisfied with the low quantities of food being distributed. |
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.

Watch our video to see what UNRWA has already done in response to the crisis and what more needs to be done to provide support and security to the Palestine refugee community.

Sanitation and sterilization measures in the streets of Ein al-Sultan camp, West Bank. © 2020 UNRWA Photo