

# Jordan

 International  
Medical Corps  
الهيئة الطبية الدولية

**A small Arab nation with a population of more than 10 million people, Jordan has become home to millions of refugees fleeing violence in neighboring countries. International Medical Corps has been supporting refugees in Jordan since the influx of Iraqi refugees**

**after the 2003 war. In 2012, we expanded our support to Syrian refugees following the devastating crisis in neighboring Syria.**

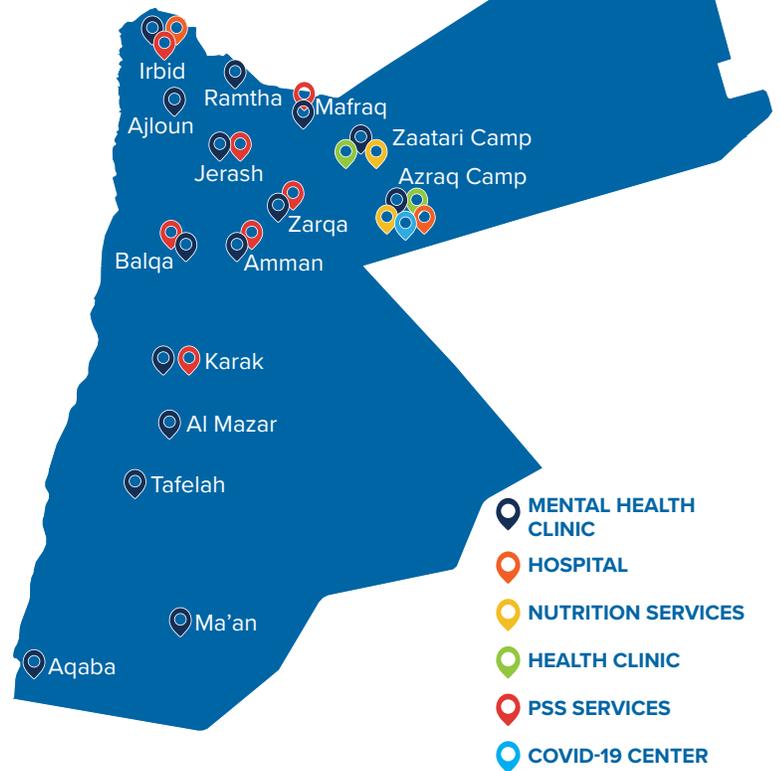
Today, International Medical Corps provides vital health programming across all 12 governorates in the country, covering urban areas and the Azraq and Za'atari refugee camps.

**Jordan hosts the second-highest per-capita share of refugees in the world, with 79% of Syrian refugees living in urban settings but well below the poverty line due to limited job opportunities.**

In addition to refugees based in urban areas, Jordan hosts two major refugee camps—Azraq and Za’atari—with populations of more than 40,000 and 80,000, respectively. We have been operating in both camps since their opening, collaborating with the Jordanian government and various United Nations agencies, as well as with peer NGOs, to provide critical health, nutrition, mental health and child protection services.

Although Jordan has one of the best healthcare systems in the region, the needs of vulnerable refugees have stretched national resources, with the rising costs of essential commodities exacerbating the situation. Many refugees live in neighborhoods already facing multiple challenges, including limited access to medical care, higher-than-average unemployment rates, substandard living conditions and overburdened schools.

**WHERE WE WORK**



**HEALTHCARE**

We support dedicated health teams in a number of medical specialties, including general practice, comprehensive reproductive healthcare, emergency obstetric and neonatal care, dental care, and pediatric, mental health, pharmaceutical and diagnostic services. We provide free and comprehensive primary, secondary and tertiary healthcare services in hospitals, health clinics, emergency rooms and mobile units, both within and outside the camps.

International Medical Corps has been a key healthcare provider at the Azraq camp since it was set up in 2014, providing comprehensive healthcare services. Currently, we run one clinic at the camp that provides primary healthcare, pediatric care, and mental health and nutrition services. We also run the only hospital at the camp, providing comprehensive emergency obstetric and neonatal care (CEmONC), emergency and general medicine interventions, and pediatric, X-ray, laboratory analysis and dental services. In April 2019, International Medical Corps became the primary implementer of the neonatal intensive-care unit at this hospital, guaranteeing uninterrupted and highly sophisticated neonatal and newborn-related healthcare in the camp.

In 2018, we began providing healthcare services at the Za’atari camp, including primary healthcare (PHC) and mental health care, emergency and triage services, and ambulatory treatment for cases of severe acute malnutrition through an outpatient therapeutic feeding program. Additionally, thanks to our advanced health informatics systems, we manage lifesaving emergency, urgent, non-acute and elective referrals for treatment within and outside of the camps as well as urban areas, working closely with a network of public and private hospitals.

Having successfully supported these PHC facilities in the camps, from 2023 onward, International Medical Corps will begin the handover of operations to a local partner as part of our commitment to localization and sustainability of humanitarian action.

**International Medical Corps understands the importance of a holistic approach that addresses the needs of conflict-affected and other vulnerable populations. In Jordan, we provide:**



conflict-affected refugees and at-risk Jordanians with primary, mental and reproductive health services, along with psychosocial and nutrition services; and



a range of other services, including protection, youth empowerment and health-capacity strengthening.



## MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

The psychological toll of the Syrian war on refugees is immense. Forced from their homes, many have experienced extreme levels of violence, fear and loss. In Jordan, they face a multitude of psychosocial stressors, including the pressure to start again in a new country—uncertain when, or even if, they will return home.

We advocate for the integration of mental health care into the primary healthcare system to alleviate pressure on the minimal resources available at secondary and tertiary levels of care, and work to reduce the stigma attached to seeking these services. For those who require specialized mental health services, we provide direct care at the PHCCs throughout the country—five within the refugee camps and 13 in urban areas. Our multidisciplinary case management teams comprise a psychiatrist, a psychologist, a mental health nurse and a social worker.

We use a strengths-based approach that helps clients with goal-setting and empowerment practices. Our mental health teams receive ongoing theoretical and practical training, including training on child protection and gender-based violence management and referral. In 2016, we signed an agreement with the Ministry of Health (MoH) that enables our staff to provide MHPSS services at clinics run by the ministry.

Through this, we train MoH staff and other primary healthcare providers on MHPSS, helping to improve the capacity of existing service providers while increasing access for refugees and other communities. More recently, International Medical Corps has played a key role in piloting and implementing national legislation on alternative measures to detention by providing MHPSS interventions targeting perpetrators of domestic violence.

Additionally, in the wake of the COVID-19 pandemic in Jordan, International Medical Corps launched the free mobile application “Relax” to expand MHPSS services, making them available to a much wider population online at a time when

in-person access became restricted. The application was developed with three main aims:

- ▶ to raise public awareness by offering information on common psychological and neurological disorders, as well as tips on how to deal with stress during the pandemic;
- ▶ to provide contact and facilitate information-sharing among all International Medical Corps-supported community MHPSS clinics in Jordan; and
- ▶ to open a direct support hotline, which is immediately accessible, free of charge and completely confidential.

The Relax application and hotline play an important role in improving access to MHPSS services for those most at risk, who would otherwise be unable to access the service due to physical and financial barriers.

### Psychosocial Support and Youth Empowerment

The ability to screen for adjustment problems or cognitive deficits during childhood and teenage years means that these psychosocial issues can be addressed before they lead to behavioral problems. International Medical Corps addresses these symptoms with a family- and peer-oriented approach. We engage children and youth with mental health concerns in structured activities that relieve their concerns and improve their psychosocial well-being. Our psychosocial support extends to clients’ families, and we ensure that clients receive comprehensive care.

### Child Protection

International Medical Corps is currently the largest provider of comprehensive child-protection case management in Jordan, which is vital to the safety and well-being of children at risk. Our child protection programming serves children at risk of various forms of violence, abuse, neglect or exploitation. We operate in seven child-protection safe-space facilities, both within the refugee camps and outside. Alongside this, we have renewed our efforts to support the Ministry of Social Development in the provision of gender-based violence (GBV) case management services for child survivors of GBV.



## NUTRITION

International Medical Corps remains the primary agency for the implementation of nutrition programs in Azraq and Za'atari refugee camps. We operate seven nutrition clinics throughout the two camps, with teams of staff members experienced in providing nutrition services. Our comprehensive nutrition program encompasses two key components: a supplementary and therapeutic feeding program, which closely follows community-based management of acute malnutrition guidelines,

and an infant and young-child feeding program, which operates in line with the global standards set by the World Health Organization and UNICEF.

International Medical Corps has been working with the World Food Programme in rolling out a social and behavioral change communication approach to improving maternal and child nutrition among refugee populations.



[www.InternationalMedicalCorps.org](http://www.InternationalMedicalCorps.org)

A pre-eminent first responder since 1984, International Medical Corps delivers emergency medical and related services to those affected by conflict, disaster and disease, no matter where they are, no matter what the conditions. We also train people in their communities, providing them with the skills they need to recover, chart their own path to self-reliance and become effective first responders themselves.

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