

Jordan

A small Arab nation with a population just over 11 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 healthcare, nutrition, mental health and psychosocial support (MHPSS), child protection (CP), gender-based violence (GBV) prevention and response services and livelihoods-support programming across the country's urban areas and its Azraq and Zaatari refugee camps.

Jordan hosts the second-highest per-capita share of refugees in the world, with more than 630,000 hailing from Syria, and others from Iraq, Yemen, Sudan and Somalia. 82% of the refugees live in urban areas, but due to limited job opportunities the majority live below the poverty line.

In addition to refugees based in urban areas, Jordan hosts two major refugee camps—Azraq and Zaatari—with populations of more than 42,000 and 78,000, 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, MHPSS, CP, and GBV prevention and response 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, high inflation rates, substandard living conditions and overburdened schools.

WHERE WE WORK



HEALTHCARE

International Medical Corps provides free and comprehensive primary, secondary and tertiary healthcare services in hospitals, health clinics and emergency rooms—both within and outside the camps. Across Jordan, we support dedicated health teams in numerous medical specialties, including general practice, reproductive healthcare, emergency obstetric and neonatal care, and pediatric, mental health, pharmaceutical and diagnostic services.

We have provided extensive healthcare services at the Azraq camp since it was established in 2014 and now run the camp's only hospital, providing comprehensive emergency obstetric and neonatal care, emergency and general medicine interventions, a pediatric in-patient department, X-ray, laboratory analysis and a pharmacy. At the hospital and three primary healthcare clinics, we provide an average of 16,500 consultations every month.

We have provided healthcare services at the Zaatari camp since 2018, including primary healthcare and mental health care, emergency and triage services, and ambulatory treatment for cases of moderate and severe acute malnutrition. In 2020, we established a 24/7 emergency room to manage acute medical and surgical emergencies. In Zaatari, as in Azraq camp, International Medical Corps remains the sole provider of 24/7 health services.

To help people inside and outside the camp access treatment, we work with a network of public and private hospitals to manage lifesaving emergencies, urgent, non-acute and elective referrals. Our advanced health informatics systems increase the efficiency of service delivery. This includes the Pharmaceutical Information Management System (PIMS), an inventory management and automation software tool developed by International Medical Corps for use in remote and low-resource settings. We also leverage continuity-of-care software that manages patient processing across all healthcare service levels.

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

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 are the country's largest provider of MHPSS services after the Ministry of Health (MoH), and we co-chair the MHPSS Working Group at the national level. We are dedicated to providing comprehensive support to the population and building the country's capacity through our training, advocacy and research efforts.

We deliver comprehensive mental health services at 18 clinics, including four clinics inside Azraq and Zaatari camps, where we lead the MHPSS programs. Our multidisciplinary teams include psychiatrists, psychologists, mental health nurses, pharmacists and case managers. Through a case management approach, which prioritizes clients' bio-psychosocial needs and goals, we provide specialized mental health services to approximately 8,000 people each year. These include psychiatric consultations, psychotherapy, psychoeducation and home visits. We train staff to provide holistic care that is integrated with other services, such as GBV prevention, child protection and livelihoods assistance. We also provide caregiver training for families of children with developmental delays or disabilities.

We advocate for the integration of mental health care into the primary healthcare, education and social protection sectors. Since 2015, our staff have provided MHPSS services at clinics run by the MoH. We train MoH staff and other primary healthcare providers on MHPSS topics. By providing training and capacity-building services to a range of stakeholders, and by partnering with local universities to provide internship and training opportunities, we are working to increase access to MHPSS services while reducing the stigma surrounding them.

We have also developed a free mobile app to make MHPSS services available online. First launched during the COVID-19 pandemic when access to in-person MHPSS services became restricted, the RELAX app continues to provide flexible support to people who need it.

CHILD PROTECTION AND YOUTH EMPOWERMENT

Providing services in nine child-friendly safe-space facilities—both within the refugee camps and in urban areas—International Medical Corps is a leading specialized provider of comprehensive CP case management in Jordan. We manage the most complex CP concerns, safeguarding the well-being of children at risk of various forms of child protection concerns, such as violence, abuse, neglect and exploitation. We also manage cases of separated and unaccompanied children, child marriage and child labor.

By identifying children who are at risk of emotional distress due to these CP concerns, we deliver a range of psychosocial support offerings, including individual or group sessions and structured or unstructured activities. Our psychosocial support also targets children's families, helping caregivers provide a healthier environment for children.



Through our Youth Empowerment Program, we engage under-18s in psychosocial support activities, helping them build skills and knowledge to develop community-driven projects that promote social cohesion.

Our efforts to build local capacity for child protection include training partner NGOs/INGOs, governmental stakeholders and local community-based organizations on CP case management and other related CP topics. As an active member of the Child Protection Information Management System—and former administrator and co-chair of its steering committee—our CP team has led efforts to ensure high-quality service delivery. We play a key role in coordination and collaboration by co-chairing a sub-working group and participating in various working groups and task forces.

LIVELIHOODS AND ECONOMIC EMPOWERMENT

in Amman and Irbid, we lead vocational training courses that equip refugees and Jordanians with valuable skills that improve their job prospects and enable them to generate a sustainable income. Our approach emphasizes a holistic perspective by integrating vocational training with child protection and mental health programming. We provide comprehensive support and care to whole families throughout the process.

GENDER-BASED VIOLENCE

Collaborating with the Ministry of Social Development, we provide GBV case management services, referrals, psychosocial support, awareness raising, counseling, life skills and empowerment activities for child survivors of GBV. We train other frontline humanitarian workers in GBV case management and safe referral, including GBV mandatory reporting to the government's Family Protection and Juvenile Department. Recognizing that addressing GBV requires more than immediate interventions, we're committed to holistic care and support, as well as long-term solutions that address underlying factors and promote resilience. We participate in public awareness and behavioral change campaigns, including 16 Days of Activism, International Women's Day and the Day of the Girl Child.



NUTRITION

International Medical Corps remains the primary agency implementing nutrition programs through four nutrition clinics across Azraq and Zaatari refugee camps. Our comprehensive nutrition program encompasses two key components: a supplementary and therapeutic feeding program, which closely follows integrated 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. We worked through 2023 with the World Food Programme to implement a social and behavioral change communication approach to improving maternal and child nutrition among refugee populations.



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.

July 2024

COUNTRY CONTACT: Ahmad Bawaneh, Country Director
abawaneh@InternationalMedicalCorps.org

HEADQUARTERS CONTACT: Elsona Agolli, Director, International Programs, Middle East & Europe
eagolli@InternationalMedicalCorps.org.uk

International Medical Corps is headquartered in Los Angeles, CA, and has offices in Washington, DC; London, UK; and Split, Croatia.
For contact information, visit internationalmedicalcorps.org/contact.