

Jordan



A small nation with a population of slightly more than 11 million people, Jordan is 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 outbreak of war in that country.

Today, International Medical Corps provides vital health, nutrition, mental health and psychosocial support (MHPSS), child protection (CP) and response-services programming in Azraq and Zaatari refugee camps.

Jordan hosts the second-highest per-capita share of refugees in the world, with Syrian refugees accounting for 91.2% of the refugee population. At least 82% of the refugees live outside of camps, although due to limited job opportunities, the majority live below the poverty line.

Jordan hosts two major refugee camps—Azraq and Zaatari—with populations of more than 40,000 and 67,000, respectively. International Medical Corps has operated in both camps since they opened, collaborating with the Jordanian government and various United Nations agencies, as well as with non-governmental organizations (NGOs), to provide critical health, nutrition, MHPSS, CP and response services.

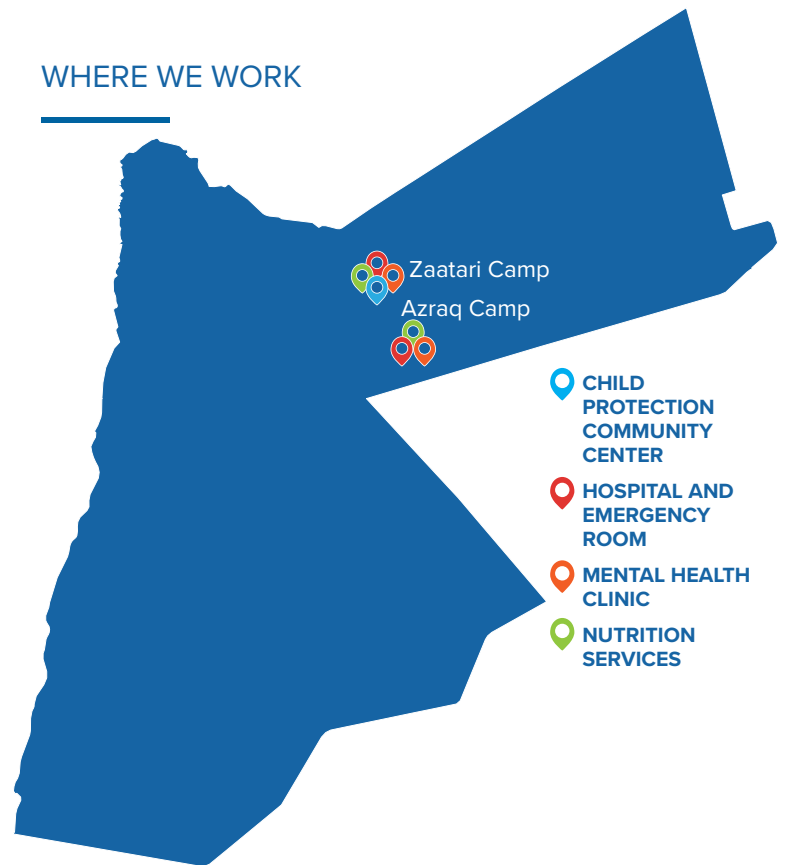
Although Jordan has one of the best healthcare systems in the region, the needs of vulnerable refugees have stretched national resources, with the rising costs of essential commodities exacerbating the situation. Many refugees live in neighborhoods already facing multiple challenges, including limited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

HEALTHCARE

International Medical Corps provides free and comprehensive primary, secondary and tertiary healthcare services in hospitals, health clinics and emergency rooms within the camps, and referral services for hospitals outside the camps. Across Jordan—through our referral service—we support dedicated



WHERE WE WORK



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. International Medical Corps runs the camp's only hospital, providing comprehensive emergency obstetric and neonatal care, as well as emergency and general medicine interventions. We also run the hospital's pediatric in-patient department, laboratory and pharmacy, and provide more than 6,500 monthly consultations on average.

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. International Medical Corps remains the sole provider of 24/7 health services in both camps.

To help people inside and outside the camps access treatment, we work with a network of public and private hospitals to manage lifesaving emergencies, and provide urgent, non-acute and elective referrals—in 2024 alone, we made approximately 18,000 referrals.

Our advanced health informatics systems increase the efficiency of service delivery. This includes the Pharmaceutical Information Management System (PIMS), inventory management and supply-chain software 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 out of their homes, many refugees have experienced extreme levels of violence, fear and loss. In Jordan, they face a multitude of psychosocial stressors, including the pressure to start life in a new country—uncertain when, or even if, they will return home.

After the Ministry of Health (MoH), International Medical Corps is the country's largest provider of MHPSS services in both Azraq and Zaatari camps, and we co-chair the MHPSS Working Group at the national level. We are dedicated to providing comprehensive MHPSS support to the population and building the country's capacity through training, advocacy and research.

We deliver comprehensive MHPSS services at four clinics inside the camps, where we lead the MHPSS program. Our multidisciplinary team includes psychiatrists, psychologists, mental health nurses, pharmacists and case managers. Through a case-management approach, we provide specialized MHPSS services to more than 2,000 people each year, including psychiatric consultations, psychotherapy, psychoeducation and home visits. We train staff to provide holistic care that is integrated with such programs as CP. We also train caregivers in families that have children with developmental delays or disabilities.

We advocate for the integration of mental health care into the primary healthcare, education and social protection sectors. 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 increase access to MHPSS services while reducing the stigma surrounding mental health.

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

CHILD PROTECTION AND YOUTH EMPOWERMENT

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 violence, abuse, neglect and exploitation. We also manage cases of separated and unaccompanied children, child marriage and child labor.

After identifying children who are at risk of emotional distress due to these CP concerns, we deliver a range of psychosocial support, including individual or group sessions and structured or unstructured activities. Our psychosocial support also targets children's families, helping caregivers create 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 CP capacity include training partner NGOs, 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.



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.



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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