



**UNHCR**  
The UN Refugee Agency

# In difficult times, you're **making a difference.**

This is what we achieved together so far this year.

**January - March 2020**



## IN SUMMARY

1

**Winter: Surviving the toughest time of the year.**  
**2.3 million vulnerable Syrian and Iraqi refugees and internally displaced persons (IDPs) received vital winter support.**



2

**Northwest Syria emergency.**  
**More than 397,000 civilians fleeing conflict in north-west Syria have been helped.**



3

**UNHCR's COVID-19 Response.**  
**Thank you for your support to make sure that refugees everywhere are included in COVID-19 response plans.**





1

## **WINTER: SURVIVING THE TOUGHEST TIME OF THE YEAR.**

**UNHCR gears up each year to prepare displaced communities to face the harsh winter in the Middle East and North Africa (MENA) region.**

Countries such as Iraq, Syria, Lebanon and Jordan experience severe winters with freezing temperatures, snow, rain and flooding, especially in the mountain areas. Refugees and internally displaced people (IDPs) across the region face these difficult weather conditions, often surviving in tents and makeshift setups with limited infrastructure or the resources they need to stay safe and warm.

We are so grateful for your generous contribution that made it possible for UNHCR to intervene early in the season and provide both cash and in-kind assistance to Syrian and Iraqi IDPs as well as the most vulnerable among host communities.

**This winter - because of the amazing support we received from people like you - we were able to reach 2.3 million vulnerable Syrian and Iraqi refugees and IDPs with vital winter support.**



During winter, UNHCR teams work around the clock to keep refugees **warm and ready** to face the elements.

UNHCR was on the ground throughout the period of extreme weather that hit many countries in the region. **Hundreds of families were immediately relocated, provided warm and dry clothes and blankets, and supported in rebuilding their homes again.**



“

**What matters is my children’s health... because for food, we can handle eating little, but when you have a sick child, you have no other choice but to secure the money, there is no time for patience. The cash assistance I receive removes a huge burden from my shoulders...50,000LL to me is like a million to you. What can we do? That’s God’s will... Mariam.**

”

**Mariam’s family receives UNHCR’s monthly cash aid and extra winter support.**

Before fleeing her home in Raqqah, Syria, her husband was tragically killed in front of her eyes. She gathered her six children and ran. She has already endured so much because of the war. Mariam and her children, like thousands of refugee widows in her situation, survive on aid, especially in winter.



## HERE IS AN OVERVIEW OF HOW YOUR WINTER DONATIONS HELPED REFUGEES ACROSS THE REGION:

### A. SYRIA

**601,788 Syrians reached.**

**15,010 Iraqis and refugees of other nationalities reached.**

Inside Syria, our efforts were directed to reach internally displaced families and distribute high thermal blankets, plastic sheets, sleeping bags, winter jackets and winter clothing. UNHCR also delivered winterization grants to people through ATM cards and vouchers.

In north-east Syria, where some **70,000 people** were estimated to remain in displacement even before more recent escalations of violence, UNHCR responded to the needs of the affected population through the provision of emergency assistance.

And as part of the UN cross-border operation from Turkey, UNHCR through our partners on the ground provided emergency winterization kits to families in north-west Syria. The kits consisted of high thermal blankets, foam mattresses, solar lamps, plastic tarpaulins, and hygiene kits.



## B. LEBANON

**774,440 Syrian refugees reached.**

**7,642 Iraqis and refugees of other nationalities reached.**

Considering the exceptional circumstances that prevailed in the country, UNHCR adapted its urgent work to make sure that refugee families were well prepared for winter.

UNHCR assessed the conditions of makeshift shelters across informal settlements so that eligible households were identified for shelter support, and by the end of December, **150,986 refugees** were assisted to weatherproof their shelters against the bad weather.

UNHCR support consisted of in-kind support as well as cash grants to make sure refugee families have what it takes to keep their children safe and provide their families with fuel for heating, warm food, and medicine when needed.

In December, UNHCR Lebanon also started implementing a winter campaign targeting poor Lebanese families with one-off cash grants or fuel voucher cards.



## C. JORDAN

**378,785 Syrian refugees reached.**

**30,000 Iraqis and refugees of other nationalities reached.**

UNHCR provided cash-based winterization assistance and grants to refugee families to help them cover the cost of a gas heater, a gas canister, gas refills for four months, and a blanket for each family member.

Special attention was given to **female-headed households, the elderly, people with disabilities, children who are alone or otherwise at risk, and people with medical needs as well as survivors of violence or torture.**





## D. IRAQ

**142,670 Syrian refugees reached.**

**267,394 Iraqis and refugees of other nationalities reached.**

In Iraq, where female headed households account for 17 per cent of those who receive winter assistance, cash grants were complemented with kerosene that was distributed by the Iraqi government.

UNHCR coordinated the implementation of the winterization programme for IDPs and returnees in Iraq, in addition to supporting refugees in the country.



## E. EGYPT

**52,047 Syrian refugees reached.**  
**240 Iraqi refugees reached.**

UNHCR provided vital winter assistance this year to thousands of refugees and asylum-seekers in Egypt. We also worked to enhance our authentication processes through biometric scanning.

A total of 54 Post Office branches in Egypt were enabled allowing as many as 14,734 refugees or IDPs to be approved for biometric authentication. People in need received their cash transfers only after positive match of their iris scans with information on UNHCR's database.



2

## **NORTHWEST SYRIA EMERGENCY: 397,900 CIVILIANS ASSISTED**

Despite the ceasefire announced in March 2020, the humanitarian situation in northwest Syria continues to deepen with devastating consequences for civilian families. To date, **Since December 2019, nearly one million people have been displaced.**

**In response to this crisis and thanks to your help, UNHCR and partners are providing much needed aid and protection to IDPs and the communities in conflict affected areas.** In the last month, six additional UNHCR staff members were deployed to the cross-border operation to support key aspects of our ongoing emergency response, such as delivery of vital aid.

**Since the start of 2020, 397,900 people in need were provided with emergency kits and or emergency shelter. Furthermore, UNHCR has organized 16 trans-shipments carrying 18,000 emergency kits and 15,600 tents across the border into Aleppo and Idlib governorates distributed to 183,600 newly displaced people.**



In addition to assistance provided through our local partners, UNHCR continues to lead the coordination of the Protection, Shelter and Camp Coordination and Camp Management Clusters, to actively respond to the needs of the newly displaced population. Partners are also identifying lands suitable to extend camps to accommodate for the growing number of displaced families.

**Moreover**, protection interventions are ongoing to assist displaced and vulnerable people and including psychosocial support sessions, awareness raising on civil status documentation and housing, land and property issues, legal counselling and assistance, case management and referrals.



3

## UNHCR'S COVID-19 RESPONSE.

Spreading rapidly, with a vaccine still many months away, COVID-19 is stirring deep fear and anxiety among people and societies all over the world.

As refugee camps and urban slums are often overcrowded and have weaker sanitation and health-care systems, UNHCR is working to both prevent and respond to the dangers presented to vulnerable refugee and displaced families amid this crisis.

Most of all, UNHCR stands firm that refugee families, wherever they are, must have access to medical care if they become sick too.

**Thank you for  
protecting refugees  
from being targets of  
discrimination.**



**UNHCR has experience in dealing with virus outbreaks and global emergencies like SARS, Ebola and influenza.** With your support, we are working with governments to make sure refugees are included in both national and local plans to address the COVID-19 pandemic.

We are also working with countries hosting refugees to ensure they are included in their emergency plans. But as 85% of refugees live in developing nations, these countries also need support.

UNHCR did not wait to act in this crisis. We have launched awareness campaigns on the precautions and preventive measures to be taken against the coronavirus in camps and informal settlements where refugees live. Your donations have enabled us together with our partners, to increase the distribution of **clean water, soap, hygiene products and waste disposal measures. Isolation units are being built in camps for those who may fall sick, and extra electricity is being provided to camps such as Zaatari camp in Jordan** so that families can move around their small shelters and children can study, even during this period of isolation. More urgent work is underway.

International solidarity will be key if we're going to beat this virus. Thank you for continuing to stand **#WithRefugees**

If you would like to make a donation to help our COVID 19 response for refugees, please click here: [donate.unhcr.org/coronavirus](https://donate.unhcr.org/coronavirus)





# THANK YOU!

For standing **#WithRefugees** and helping UNHCR work towards a world where refugees thrive, not just survive.

**Your UNHCR Donor Care Team.**