A small Arab nation of roughly 10 million people, Jordan has become home to millions of refugees fleeing violence in neighboring countries, with International Medical Corps 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 Jordan, covering urban areas and Za’atari and Azraq refugee camps.
Jordan is one of the countries most affected by the Syria crisis, hosting the second-highest share of refugees per capita in the world. Of this total, 83% of Syrian refugees live in urban settings, where—because of limited job opportunities—more than three-quarters live well below the poverty line.

In addition to refugees based in urban areas, Jordan hosts two major refugee camps: Za’atari and Azraq, with a population of more than 78,000 and 37,000, respectively.

Although Jordan has one of the best healthcare systems in the region, the needs of vulnerable Syrian and Iraqi refugees has stretched national resources. COVID-19 has exacerbated the situation and continues to strain an already burdened national healthcare system and its infrastructure. Many refugees live in neighborhoods already facing challenges, including limited access to medical care, higher-than-average unemployment rates, substandard living conditions and overburdened schools.

International Medical Corps has been operating in both Za’atari and Azraq refugee camps since their opening, collaborating with the Jordanian government and various United Nation agencies, as well as with peer NGOs, to provide critical health, nutrition, mental health and child protection services.

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

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

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

COVID-19 RESPONSE

Throughout the COVID-19 pandemic, International Medical Corps has been working to ensure the health and well-being of frontline health workers and the people we serve. Abiding by government restrictions, we have put relevant measures in place to limit the spread of the virus while continuing to provide lifesaving services to some of the country’s most vulnerable communities.

Within Azraq camp, in close cooperation with relevant stakeholders, International Medical Corps has established and fully equipped a COVID-19 center, including an isolation area with a 50-bed capacity; utilizing pre-existing facilities within the camp to ensure capacity in case of a surge in COVID-19 cases. Our medical staff continues to closely monitor and assess cases in order to identify patients requiring additional care at our facilities or referral to an intensive-care unit (ICU) at a designated Ministry of Health (MoH) facility away from the camp.

International Medical Corps is also supporting the MoH in its national vaccination plan, assisting the vaccination rollout to refugees in Za’atari and Azraq.

In addition, working with the MoH and the Jordanian Psychiatrist Society, International Medical Corps has established a 24/7 psychosocial support hotline in Jordan, staffed by our mental health team, to respond to the growing mental health needs prompted by the pandemic.
HEALTHCARE

International Medical Corps in Jordan provides 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, comprehensive primary, secondary and tertiary healthcare services, including within hospitals, health clinics, emergency rooms and mobile units, in camp and non-camp settings.

In Azraq Camp, International Medical Corps has been operating as a key healthcare provider since its opening in 2014, providing comprehensive healthcare services. Currently International Medical Corps runs two clinics in Azraq Camp that provide primary care, pediatrics, mental health and nutrition services. International Medical Corps also runs the only hospital in Azraq Camp, providing comprehensive emergency obstetric and neonatal care, emergency medicine and general medicine interventions, and pediatric, X-ray, laboratory analysis and dental services.

In 2018, International Medical Corps began providing healthcare services in Za’atari Camp, including primary and mental healthcare, emergency and triage services, and ambulatory treatment for cases of severe acute malnutrition through an outpatient therapeutic feeding program. In response to severe maternal health gaps, International Medical Corps also provides services within the maternity unit of Irbid Hospital, offering comprehensive emergency obstetric and newborn care for refugees and vulnerable Jordanians in Irbid and surrounding communities. In April 2019, International Medical Corps became the primary implementer of the hospital’s neonatal intensive-care unit, guaranteeing uninterrupted and highly sophisticated neonatal and newborn-related healthcare in the camp.

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

The psychological toll of the war on Syrian 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 pressures to start again in a new country, uncertain of if and when they will return home.

International Medical Corps advocates 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 to reduce the stigma attached to seeking these services. For those who require specialized mental health services, International Medical Corps provides direct care at primary healthcare centers throughout the country—four in camps and 15 in urban areas. Our multidisciplinary case management teams each consist of a psychiatrist, psychologist, mental health nurse and social worker.

International Medical Corps uses a strengths-based approach, which 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 MoH whereby MHPSS services can be provided by International Medical Corps staff at ministry clinics. Through this, we train MoH staff and other primary healthcare providers in MHPSS, helping to improve the capacity of existing service providers while increasing access for refugee and other communities.

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 issues. 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 psychological and social wellbeing. Our psychosocial support extends to clients’ families and environment, and ensures 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 wellbeing of individual children at risk. Our child protection programming targets children at risk of various forms of violence, abuse, neglect or exploitation. International Medical Corps operates in nine child protection safe-space facilities within refugee-camp and non-camp settings.
NUTRITION

International Medical Corps remains the primary agency for the implementation of nutrition programming in both Azraq and Za’atari refugee camps. We operate eight nutrition clinics throughout the two camps, with a team of 13 staff members experienced in providing nutrition services. International Medical Corps’ comprehensive nutrition program encompasses two key components: the supplementary and therapeutic feeding program, which closely follows community-based management of acute malnutrition guidelines; and the infant and young-child feeding program, which operates in line with World Health Organization and UNICEF global standards.

To build the capacity of local actors within Jordan, International Medical Corps supports JOHUD, a Jordanian NGO. Under International Medical Corps’ guidance, JOHUD proactively identifies malnutrition through mid-upper arm circumference screenings as part of their comprehensive primary healthcare service package.