



Photo: NRC Lebanon

NRC Lebanon COVID-19 Response

Crosscutting COVID-19 activities

- **Awareness-raising**¹ on preventive measures, symptoms, national protocol, self-isolation guidelines and information sharing on referral pathways through remote modalities; phone calls, WhatsApp text, video and audio messages and use of vehicles with megaphones.
- **Phone surveys** to better understand refugees' concerns, information gaps, priority needs, social tensions and the impact of COVID-19 containment measures on access to essential services, basic commodities and cash².
- **Follow up on complaints and feedback** received from beneficiaries, staff, suppliers and other stakeholders through the existing channels and a dedicated country-wide accountability helpline (phone and WhatsApp) to enable reporting that was previously done in person or through the comment boxes at NRC offices and learning centres.
- Ensure that our programmes continue to **prioritise safety, dignity and do no harm principles, and provide meaningful access** to services, including for persons with specific needs and individuals that are at higher risk of contracting COVID-19.
- **Evidence-based operational and protection-oriented advocacy** to inform our own programming and the coordination with other NGOs, UN agencies, the Government of Lebanon and donors.

1. All NRC staff were also trained on the same topics

2. Recent reports can be found on the NRC website: <https://www.nrc.no/search/> > reports

- **Safe identification** of growing needs, **referrals** to specialised agencies as needed and **effective follow-up**.

- Support uninterrupted essential service delivery to refugee communities through **continuous engagement with banks and suppliers** around specific challenges.

- COVID-19 specific **staff care initiatives**, with a focus on frontline workers.

- **Media monitoring** to inform our analysis of perceptions about the humanitarian response to COVID-19, misinformation and reports fuelling stigma and discrimination, which might reflect existing dynamics between host and refugee communities.



NRC staff member conducting phone calls with refugees to raise awareness about COVID-19, including information about prevention measures and steps to take when one develops symptoms. Photo: NRC Lebanon

- **Engagement with journalists and social media work** to increase awareness with the broader public about essential humanitarian service delivery and the resulting public health dividend in the fight against the novel coronavirus.

- **Continuous coordination with donors on the repurposing of existing grants and potential new funding opportunities** in support of people affected by displacement and vulnerable Lebanese whose pre-existing needs have been exacerbated because of COVID-19.

- Provision of **Information, Education and Communication (IEC) materials** in support of community distributions. Materials are included in kits, displayed on-site and shared through existing communication channels with beneficiaries.

- In-house graphic design work in support of **communication with communities**, with a particular focus on people who are illiterate.

NRC's WaSH team is providing trucked water to refugee communities in several tented settlements in the Bekaa to ensure that refugees have enough water available to maintain good hygiene practices in order to proactively mitigate the risks of contracting COVID-19. Photo: NRC Lebanon



Sector-specific response: tailored intervention modalities and newly introduced COVID-19 activities

All field activities described in this overview are implemented in line with social distancing guidelines and are conducted by frontline staff equipped with Personal Protective Equipment (PPE).

Water, Sanitation and Hygiene (WaSH)



NRC's WaSH programming seeks to reduce mortality and morbidity, increase the protection of household (HH) economies, and support environmental sustainability through providing improved access to water, sanitation and hygiene services for refugee and host communities in urban areas, Informal Tented Settlements (ITS), Palestinian camps and public schools.

Regular WaSH activities	WaSH response during COVID-19
Water trucking, desludging and distribution of water tanks in ITS	Increased water trucking to ITS and (peri)urban areas, monitoring of supply and quality, proportional increase in desludging activities.
Support to municipalities and water authorities through the implementation of Community Support Projects and stabilisation projects that focus on upgrading existing WaSH-related community level infrastructure.	Support to municipalities with Solid Waste Management, in particular in the dealing of infectious waste.
Distribution of Non Food Items (NFI), Hygiene and Sanitation kits. Provision of WaSH facilities and regular technical visits and Hygiene Promotion (HP) in schools and substandard Shelter Units (SSU)	Distributions: Hygiene items (in-kind/cash), including for menstrual hygiene, disinfection kits, Personal Protective Equipment, Non Food Items linked to water supply (e.g. storage tanks, handwashing stations).
Hygiene awareness sessions to WaSH focal points in refugee communities	Training of Trainers for community focal points on COVID-19
	Involvement in Rapid Response Teams (RRTs) in ITS, (peri)urban areas and Palestinian camps: provision of WaSH services, Personal Protective Equipment (PPE) and disinfection materials.



NRC's shelter programme supports refugees with access to adequate shelter through emergency shelter, transitional shelter under the Occupancy Free of Charge (OFC) programme, works towards long-term housing solutions for Palestinian refugees and provides infrastructure support to communities, including schools.

Regular Shelter activities	Shelter response during COVID-19 ³
Transitional shelter and secure tenure through relocation to available upgraded units (Occupancy Free of Charge) or rent support in residential units (Cash for Rent).	Relocation of households to available OFC units, provision of emergency cash for rent for people referred to NRC, including People with Specific Needs (PwSN), elderly and chronically ill people.
Shelter renovations and upgrades in vulnerable communities, including housing support for Palestinian refugee camps and gatherings.	Distribution of personal and domestic hygiene items as well as shelter kits and plastic sheeting for referred protection cases.
	Minor repairs to separate high-risk persons from the rest of the household to minimise their exposure to the coronavirus.
Infrastructure support to Lebanese host communities, including schools and learning environments, e.g. neighbourhood upgrades in substandard urban settlements.	On hold
 <p data-bbox="107 1342 530 1442">NRC shelter and Emergency Response Unit distribute hygiene and disinfection kits to refugee households living in the Bekaa Valley. Photo: NRC Lebanon</p>	Level 1 response (self-isolation at home): Provision of Light Repair Kits (LRKs) to ensure adequacy of isolation spaces at HH level.
	Level 2 response (community isolation): Construction of a temporary facility for quarantining identified cases and isolating suspected cases within ITS or collective shelters.
	Level 3 response (municipal isolation): Erection of rub hall, installation of a sequence of prefabricated structures or equipping an identified existing building.
	Level 4 response (full quarantine): Support required shelter adjustments to achieve quarantine/isolation objectives for the full ITS or collective shelter.

Subject to funding availability

3. The responses for the 4 levels will be implemented through the established COVID-19 Rapid Response Teams and require clear linkages with health actors. Details can be provided upon request.



NRC's ICLA programme supports refugees to claim and exercise their rights through the provision of legal services on civil documentation, legal residency, Housing Land and Property (HLP) and employment rights, collaborative dispute resolution, capacity building and advocacy.

Regular ICLA activities	ICLA response during COVID-19
Outreach and awareness raising on civil documentation, legal residency and housing, land and property through the provision of group information sessions (GIS) in refugee communities.	Provision of information and counselling on civil documentation, legal residency and HLP rights via phone.
Provision of tailored counselling through fixed and mobile legal clinics and legal assistance services.	Provision of legal assistance for urgent cases (e.g. eviction threats, birth registration cases, detentions)
Collaborative dispute resolution related to housing rights and eviction threats.	Collaborative Dispute Resolution interventions in response to eviction threats affecting refugees.
Capacity-building of local authorities and frontline workers.	On hold
Addressing legal challenges faced by the Palestinian refugee community in Lebanon, mostly related to housing and property rights and civil documentation requirements.	Mapping of municipal restrictions and public offices' practices (General Security Office, Personal Status Department, courts) during COVID-19.



An NRC ICLA staff member delivers a birth certificate to a Syrian refugee for her daughter in south Lebanon. Photo: NRC Lebanon



Regular Education activities

Non-formal education:

- Community-Based Early Childhood Education: Condensed kindergarten curriculum to prepare pre-school aged children to enter grade 1
- Basic Literacy and Numeracy: Classes for school-aged children who have never been in school or do not have the basic literacy and numeracy skills required for enrolment in formal school.
- Better Learning Programme (BLP): classroom-based psychosocial support programme mainstreamed in NFE programming.
- Parents' Engagement: Awareness sessions and Parents Community Groups' activities to increase participation in children's education.

Systems strengthening:

- Learning Support: Learning support in public and UNRWA schools to support retention and minimize the risk of dropping out through helping students meet the requirements of the Lebanese system.
- Strengthening of Education Personnel: Supporting the capacity development of UNRWA and MEHE personnel on the Better Learning Programme, NRC's classroom-based psychosocial support intervention.

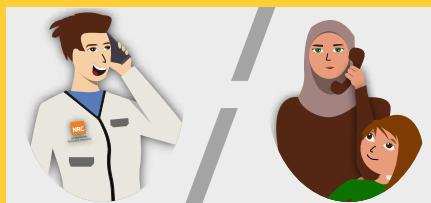
Youth Education Programme:

- Providing youth with programmes relevant to their diverse needs including: competency-based vocational trainings, IT and online courses, and semi-structured recreational and technical courses.

Education response during COVID-19

Non-formal education:

- Conduct Learning Readiness Rapid Assessment to understand parents' available resources and interest in supporting their children's learning.
- Provision of short-term education response to keep children whose NFE programmes were disrupted engaged. This includes curated learning, psychosocial support, and health awareness activities shared via communication platforms (e.g. WhatsApp), combined with follow-up phone calls with learners to provide guidance and support.



Systems strengthening:

- Supporting MEHE with the selection of Better Learning Programme activities for filming and sharing online with public school students who are at home.

Youth Education Programme:

- Providing youth with activity-based short courses (e.g., food preserving, making hand sanitisers, etc.), blended IT skills training, and life skills for youth wellbeing to keep youth engaged and promote positive coping skills.

Our consortia work during COVID-19

CAMEALEON

CASH • MONITORING EVALUATION ACCOUNTABILITY & LEARNING
• ORGANIZATIONAL NETWORK •

CAMEALEON is a learning, research and MEAL consortium co-managed by NRC, Oxfam and Solidarités International that helps to **evaluate and improve the impact and accountability of Multi-Purpose Cash (MPC) assistance** for Syrian refugees in Lebanon, as well as contribute to the wider sector. In the context of COVID-19 specifically, CAMEALEON is conducting **rapid surveys to gather insights on the impact of the novel coronavirus** on MPC recipients and their ability to access and spend their assistance, as well as generate programmatic recommendations.

CAMEALEON is also partnering with the Durable Solutions Platform to produce a learning paper on how agencies are **adapting their cash programmes in response to the economic crisis and Covid-19 emergency** in Lebanon. The purpose is to document how, if, when and why agencies have made adaptations to cash programmes in order to support programmatic efforts in Lebanon, and elsewhere, in the short- and medium-term.



A project implemented by
ACF, GVC and NRC

The ECHO-funded **Lebanon Protection Consortium (LPC)** brings together NRC, Action Against Hunger and Gruppo di Volontariato Civile (GVC). The consortium **responds to shocks, persistent humanitarian needs and legal protection concerns** of Syrian and Palestinian refugees in addition to engaging in **protection-oriented advocacy**.

NRC's Emergency Response Unit (ERU) contributes to the LPC's COVID-19 Emergency and Acute Needs Response in ITS and Palestinian camps and supports the regional Rapid Response Teams. Activities include the **distribution** of disinfection, hibernation and Infection, Prevention and Control (IPC) kits, **WaSH support to isolation units** and distribution of UNHCR-funded hygiene items in collective shelters. Through dedicated phone surveys with ITS residents, the LPC also aims to **capture community concerns** and inform its ongoing response.

Hala is one of our emergency response assistants in North Lebanon. She is supporting our COVID-19 response by distributing cash cards to vulnerable refugee families to cover food and other expenses. Photo: NRC Lebanon



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UNHCR
The UN Refugee Agency



LHF Lebanon
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