**Step 1 PREVENTION**
Community Engagement & Awareness-Raising

Our team works around the clock to capacitate and empower refugees in order to prevent infection and transmission within their families and the community.

**Refugees Awareness**
- 82% Know preventative measures to protect against COVID-19
- 92% Would call the Ministry of Public Health or approach a PHC if a family member had symptoms

**Communicating with Communities**
100% of refugees known to UNHCR were reached through all social media platforms with information on:
- COVID-19 symptoms and transmission
- Hygiene awareness and prevention methods
- Diagnostic and treatment procedures
- Government instructions on movements and curfew
- Self-isolation procedures

142,476 calls related to COVID-19 assistance responded to by the Call Center - The joint UNHCR/WFP call center since the beginning of March 2020.

**Awareness Sessions, Hygiene Kits Distributions and Community Engagement**
Humanitarian agencies conducted hygiene promotion and awareness sessions as well as hygiene kits distribution in informal tented settlements, and other similar sites reaching all individuals living in such overcrowded conditions. Dividing work, UNICEF focused on tented settlements and UNHCR on collective shelters.

- 345,041 persons
- 32 training sessions for health and non-health workers
- 650 refugees with medical background doing community health surveillance
- 6,529 refugees trained and mobilized
- 69,010 families
- 437 informal tented settlements
- 919 collective shelters
- 450 UNHCR staff and frontline workers trained
- 10,029叫我 Ministry of Public Health or approach a PHC if a family member had symptoms
- 3,038 collective shelters
- 7,014 informal tented settlements
- 919 collective shelters

More than 5,000 masks and 6,000 soap bars produced by refugees and distributed to refugee and host communities.
Step 2
CONTAINING TRANSMISSION
Isolation procedures in overcrowded settings

We are setting up and supporting isolation facilities as well as providing related guidance in overcrowded settings where people might not have the possibility to isolate.

Guidance on Isolation
Standard Operating Procedures on isolation and quarantining of refugees confirmed or suspected of having COVID-19 finalised in compliance with national guidelines.

User Guide for refugees on the isolation and quarantining procedures shared with all refugees known to UNHCR and humanitarian partners providing support.

Terms of reference for site management finalized in compliance with national guidelines and through a consultative process outlining the administrative, management and service delivery accountabilities and responsibilities for Level 3 isolation facilities.

Supporting Communities’ Capacities to Isolate
Capacity of 10,000 contingency shelter kits ready to be deployed within hours to support L1, L2 and L4 isolation situations.

More than 450 refugees with medical background mobilized and trained on isolation procedures.

1,759 site community groups of 3 to 5 refugee volunteers established across the country to play an active role in isolation procedures.

Distribution of food/hygiene parcels with humanitarian partners, targeting 10,000 vulnerable families.

Additional contribution to cover 3 months of cash assistance targeting 11,500 vulnerable refugee families to help them cope with the emergency situation.

Support Sample Testing in Overcrowded Settings
In collaboration with WHO, AMEL and IOCC, UNHCR facilitated sample COVID-19 testing for refugees living in overcrowded settings together with MoPH at a planned rate of 200 PCR tests per day and over a period of 5 weeks between May and June.

147 sites covered across the country
3,599 samples collected
3,599 results received, all negative

MAP OF SUPPORT FOR ISOLATION CAPACITIES

22% of Syrian refugees in Lebanon live in informal settlements and collective shelters

4 isolation centres being set up in refugee hosting areas

7 municipal isolation centres supported by UNHCR in North, South, Bekaa and Mount Lebanon

2 sites ready for use with a capacity of 89 beds

AKKAR
- Tal Hayat
- 50 beds capacity
- August 15
- Maarad Hotel (Quality inn), Tripoli
- 350 beds capacity
- TBC
- Tal Hayat
- 350 beds capacity
- 70 beds
- Dalia Company, Baalbek
- 60 beds capacity
- TBC
- MOSA Building, Arsal
- 64 beds capacity
- TBC

NORTH
- Koura Residence, Btorram
- 98 beds capacity
- TBC
- Maarad Hotel
- 350 beds capacity
- TBC
- Tal Hayat
- 350 beds capacity
- 70 beds

MOUNT LEBANON
- Santa Maria Shelter, Aley
- 70 beds capacity
- TBC
- Jihad Sports Centre, Mrajjeh
- 120 beds capacity
- TBC

BEKAA
- Al Hayat Health Centre, Qaraoun
- 76 beds capacity
- August 4
- Makassed School, Majdal Anjar
- 68 beds capacity
- 19 beds

SOUTH
- Qana Public Hospital, Qana
- 33 beds capacity
- TBC

The sites showed on the map are available to all persons in need regardless of nationality or status.

467 sites assessed for L2 isolation capacities
211 suitable sites retained
Step 3
TREATMENT AND CASE MANAGEMENT

We are expanding and rehabilitating the capacity of 6 public hospitals to receive and treat COVID-19 patients and avoid competition for care. Care is accessible to all patients regardless of nationality.

**Projection**
- A target of 800 additional hospital beds and 100 additional ICU beds across Lebanon distributed over 3 phases.
- Priority phase 1 targeted 6 governmental hospitals in Tripoli, Halba, Baalbek, Beirut, Saida and Zahle.
- Zahle Governmental Hospital is now approved for an additional 60 hospital beds and 10 ICU beds in phase 1.

**Progress**
- A first phase of expansion works is completed in Baalbek, Halba and Tripoli governmental hospitals. The delivery and installation of medical equipment (including ventilators, patient beds, emergency trolleys, and other medical furniture) started early July in the completed expanded structures.
- In Beirut, the rehabilitation of a 72-bed capacity ward in RHUH is also completed and operational and in Saida Governmental hospital, rehabilitation work is ongoing to increase hosting capacity of the COVID-19 section.
- Medicine stock for over 22,000 COVID-19 patients and 30 ventilators received in country, as part of medical items procured by UNHCR for the response. As second batch of 25 ventilators to arrive in country of 27 July. 100 ICU beds and 800 hospital beds received in country and being dispatched in phases.

**UNHCR will cover 100% of test and treatment for refugee patients.**

**Expansion of the MoPH COVID-19 Hotline**
- Expansion of the MoPH COVID-19 hotline capacity to take up to 4,500 calls/day, with 10 additional trained nurses mobilized by AMEL Association to serve as operators and a referral system for refugees calling to be immediately transferred to UNHCR for action.

**Support to Hospitals Network**
- UNHCR is expanding hospital capacity to benefit COVID-19 patients from both refugee and Lebanese communities, through:
  - The design, construction and equipment of temporary COVID-19 units annexed to selected hospitals, or rehabilitation of existing unused structure within hospitals to be COVID-19 units.
  - Personal Protection Equipment (PPEs), renewable medical supplies and medicines to enable them to manage COVID-19 cases.