Turkey reported its first positive case of COVID-19 on 11 March 2020 and the first loss of life on 17 March. Similar to other countries responding to the pandemic, the number of positive cases in Turkey has increased daily with an expansion in the number of tests conducted nation-wide. As of 20 April, the number of cases stood at 90,984 with 2,140 reported losses of lives.

To slow the spread of the virus in Turkey, the Government introduced a range of measures designed to increase physical distancing in line with guidance from the Ministry of Health and World Health Organisation (WHO) recommendations. The Government has activated its National Response Plan for Pandemics and fully mobilized its medical infrastructure, including public and private healthcare institutions as well as medical personnel in the response. International and domestic flights have been suspended until May. Since 16 March, the Ministry of National Education (MoNE) has closed schools, and all levels of education have shifted to distance learning. A curfew has been introduced during weekends for the most populated provinces, and nationwide for all persons above 65 years of age and under 20, along with persons with chronic diseases on a continuous basis. Entry to and exit from specific towns and locations is also prohibited to slow the spread of the virus. Social assistance services have been introduced to meet the daily needs of persons unable to leave their homes through social support groups, and a number of measures, designed to mitigate the economic impact of the pandemic, have been launched. Nevertheless, the social and economic effects of the pandemic are likely to have serious consequences for both the Turkish and non-Turkish population, particularly for the most vulnerable groups including vulnerable women and girls.

Turkey currently hosts around 4 million refugees and international protection applicants, including 3.6 million Syrians under temporary protection, making it the largest refugee hosting country in the world since 2014. In accordance with Turkey’s legal framework over 98 per cent of Syrians under temporary protection live in towns and cities alongside Turkish citizens and benefit from access to public services.

As a result of COVID-19, however, many public services that were already stretched due to the high-level of demand have now had to be paused or reduced in order to focus resources on responding to the pandemic, or to adopt remote and reduced working modalities. Refugees, some of whom faced difficulties in accessing public services already due to language, economic or social barriers, now face even greater challenges and the risk of not having access to essential services during this critical period. Furthermore, concerns around registration status could result in some being hesitant to contact and approach healthcare providers due to the concerns of potential financial costs and protection consequences. While health services including Migrant Health Centres (operated by the Ministry of Health) and Migrant Health Training Centres continue to operate, schools have been suspended for refugee and host communities alike, while social and protection services have been put under severe pressure due to the combined impact of higher demand for services and reduced operational capacity related to rotational and remote working arrangements.

Because of the temporary closure of schools, the learning of 19 million children in Turkey, including 680,000 refugee children, has been affected. 3RP partners are supporting the efforts of the Ministry of National Education to ensure access to distance learning for all girls and boys during the school closure period.

While less easy to quantify, the economic and social impacts of COVID-19 on refugees and international protection applicants in Turkey are equally concerning. The temporary closure of many businesses causes unemployment and loss of income through decreasing wages, affecting all parts of society, with many
Many Syrians under temporary protection, refugees and international protection applicants have been working informally or without job security prior to the outbreak of COVID-19, making them particularly vulnerable to be let go by employers during any economic slowdown. Initial assessments indicate a substantial number of Syrian households in Turkey have one family member who has already lost a job, and the majority of Syrian-run businesses expressed concern over having to shut down in the next few months.1

The sudden and unexpected loss of livelihood is compounded for most households by a lack of savings, preventing them from covering basic needs, including food, heating, hygiene and sanitary items. Pending evidence, the already dire situation of female headed households requires particular attention.

Since the economic impact of the crisis affects both refugee and host communities, the loss of jobs and income may lead to further competition over employment opportunities, while limited access to services could also contribute to rising social tensions. Fear and misinformation relating to the pandemic can easily undermine already fragile social cohesion, resulting in marginalization and discrimination, while measures related to physical distancing, bans on public gatherings and remote working for government and partner staff effectively prevent traditional approaches and initiatives designed to bring communities together. In response to the developments due to COVID-19, 3RP Turkey partners have engaged in (1) adapting the delivery of services, support and assistance to ensure continuity given the situation of confinement and partial closure of community-based services (2) identifying priority needs of women and men, girls and boys, communities and institutions impacted by the pandemic, and (3) developing new activities to respond to additional needs triggered by the pandemic.

The evolving adapted response for the six 3RP sectors is described in this appeal. For each of the priority needs outlined in the appeal, careful consideration to social cohesion implications will be needed as the combined effect of socio-economic pressures from the pandemic and any perception of preferential treatment for a specific group could trigger social tensions. 3RP activities will therefore be aligned with the Government’s response and other response frameworks.

1 Early findings shared by partners in the 3RP Livelihoods Working Group, 15 April 2020
In order to respond to the immediate impact of COVID-19 until the end of 2020, 3RP partners are therefore requesting a total of USD 157m. Out of this total, USD 38.9m can be mobilized by reprioritizing or reprogramming existing interventions, and an additional USD 118.1m is needed.

In the meantime, it should be underlined that most elements of the initial 3RP response strategy for 2020 remain critical in helping refugees and host communities to absorb, adapt and recover from the additional impact of the COVID-19 pandemic. In this respect, the current underfunding of the 3RP is of even higher concern. Indeed, as of the end of February 2020, the 3RP had secured only USD 250 million (25% of the overall financial requirements), compared with USD 582 million at the same time last year. In addition, the near absence of multi-year funding for 2021 across partners raises further concerns on the 3RP’s ability to support recovery activities in the medium-term. As such, the requirement for rapid, flexible, multi-year funding of 3RP actors is more urgent than ever.

Set out below are details of the 3RP Turkey appeal, including areas of the current 3RP response that are more acutely needed due to the added strain caused by the COVID-19 pandemic, and highlighting critical funding gaps. However, the budget requirements relating to existing needs are not reflected in the additional appeal amount, as they were already foreseen in the original 3RP appeal.

**Inter-Sector and Sector Response**

**Impact of COVID-19 on the 3RP Response**

Due to COVID-19 developments, most partners have switched to near teleworking and remote service delivery since mid-March.

Communication with communities has increased, with partners disseminating information on prevention measures and hygiene practices (using information materials prepared by the Ministry of Health, the World Health Organization and UNICEF) through different communication mechanisms in the relevant languages including regular messaging, emails, social media, leaflets and posters as well as mass-media channels such as national TV. Within their current target groups, sector partners have been reaching out to the COVID-19 high risk groups, such as the elderly and people with chronic medical conditions, to ensure they are aware of this important information.

3RP partners have suspended until further notice activities that require face-to-face interaction with persons of concern, such as social cohesion events, accompaniment to public service providers and interaction in groups following government guidance. Outreach has also been reduced as a result of physical distancing rules.

Capacity development initiatives (including workshops and trainings which bring participants face to face) are similarly not feasible due to current physical distancing requirements and consequently have been de-prioritized, except the few which could take place through remote modalities.

Ongoing support to the Ministry of Health includes the provision of primary health care services for refugees through mobile teams to reach vulnerable households living in rural areas and providing reproductive health services through Women and Girls Safe Spaces integrated in Migrant Health Centres with a focus on prevention of COVID-19 transmission and addressing non-COVID primary health care problems.

Supporting access by refugees and international protection applicants to health services is an important concern. Recent changes in the Law on Foreigners and International Protection have led to the general health insurance coverage of a number of international protection applicants being either inactivated or ending soon, limiting their access to health services except emergency health services and those related to COVID-19. In addition, access to hospitals for health concerns unrelated to COVID-19 has also become more challenging due to reduced hospital capacity, and the difficulty in accessing support without accompaniment and interpretation.
Currently all Migrant Health Training Centres (7 centers in 7 provinces) supported by 3RP partners are up and running. The 180 Migrants Health Centres (operating outside of 3RP) that provide health services to refugees and migrants are operating as well.

3RP partners have started to observe a notable deterioration in individual mental health resulting from the impact of COVID-19, which may lead to increased levels of domestic violence, adopting negative coping mechanisms, and aggravating the existing cases of GBV. This will require additional programming and innovative approaches on prevention, protection and response to GBV and child protection risks.

In line with the closure of schools and transition towards remote learning, including for higher education, many formal and non-formal education initiatives by 3RP partners have been suspended. Interventions such as school rehabilitation, the provision of supplies, school transportation, support for Early Childhood Education, homework support and outreach have been suspended or shifted to distance modalities. With all school-age children staying at home, distance education has also increased the care burden on women.

While follow-up on higher risk protection cases is continuing using remote methods, there is reduced capacity to identify individuals and families with new and urgent protection needs due to the suspension of most outreach and community-based engagement.

Many Syrians living in Turkey will experience partial or complete loss of income (including from subsistence, wage employment, self-employment and remittances) while incurring higher expenses. In the long run, the resulting erosion of purchasing power, without recourse to alternatives, will likely manifest in the increased adoption of negative coping strategies (including selling assets) in order to meet basic household needs during this crisis.

In this respect, vital assistance such as the Emergency Social Safety Net (ESSN) and Conditional Cash Transfers for Education (CCTE) have continued across Turkey without interruption despite the absence of face to face contact. Partners have undertaken communications ahead of the payment date to raise awareness on health precautions when collecting cash. After 31 March 2020, the ESSN programme is being continued by the International Federation of the Red Cross and Red Crescent Societies outside of the 3RP.

However, a significant number of vulnerable refugee households in Turkey who are not covered under any social safety net scheme are at risk of falling deeper into poverty in the context of COVID-19. Analysis shows that the ESSN is helping to bridge the gap between household income and the refugee-adjusted Minimum Expenditure Basket currently set at USD 60 per person. The gap for those not covered by the ESSN is assumed to be much larger. This is also reflected in the differences in the use of coping mechanisms and debt levels.

Food assistance in temporary accommodation centers continues without interruption in all supported camps with the contracted stores maintaining good supplies and ensuring physical distancing is practiced in the shops. At the time of writing, municipal infrastructure and shelter upgrading work are still ongoing.

Due to the COVID-19 pandemic, Social Assistance and Solidarity Foundations in charge of processing social assistance are overstretched by the increased demand from the community. People who lost their jobs have started to apply for social assistance. This has also impacted the processing and renewal of work permit applications, which might have further negative consequences on the longer-term ability of Syrians under temporary protection to access decent, formal work opportunities.

Similarly, while most agricultural and other livelihoods programmes have been suspended, partners are capitalizing on existing blended vocational education programmes to provide online employability support to refugees and host community members alike.
Cross-cutting Priorities

• There is a dire and urgent need to provide additional assistance across sectors to support the most vulnerable. This requires increased cash and in-kind assistance (especially food assistance, core relief items, personal protective equipment, and hygiene kits), in line with similar support being provided to vulnerable Turkish citizens.

• Indeed, of the 4 million refugees and asylum seekers, some 1.7 million are receiving cash support through the ESSN. The remaining approximately 2.3 million were meeting their basic needs by generating some income through employment, self-employment and daily labor. COVID-19 and the measures in place to curb the epidemic have negatively impacted the capacity of refugees and asylum seekers to generate any income. To support addressing this critical gap, agencies are collaborating to implement cash programmes to help the most vulnerable to meet some of their immediate needs during this period. Given the size of the population in need, it is essential for agencies to combine their expertise and resources to be able to cover the most vulnerable households. Through the existing coordination mechanisms (Basic Needs Working Group, Cash Based Interventions Technical Working Group) the 3RP partners appealing for cash support will ensure complementarity of their activities based on their respective expertise, geographical coverage and expansion of existing operations, and ensure no duplication with the ESSN. This will require a level of verification taking into account the necessity to respect relevant data protection frameworks.

• Throughout all 3RP sector interventions, the mainstreaming and centrality of protection will remain the overall strategic orientation.

• Supporting government institutions and businesses with online working and distance learning modalities to ensure continued access to education and other basic service provision.

• Timely support is also needed in the form of protective and hygiene material to enable public institutions, businesses and their staff to provide essential services during the crisis.

• Awareness raising needs to be increased for public institutions but also businesses on the importance of health and safety standards.

• Gender equality in accessing the available services and assistance needs to be pursued, particularly with due consideration of the needs of female headed households.

• Communication with communities needs to be further prioritized through rapid and low-cost communication channels and online tools.

• Additional support will be needed to provide services to the most at risk, requiring reinforcement of safe remote delivery modalities, in cooperation with public institutions to continue providing specific services, notably in terms of protection, child protection and GBV.

• Given the socio-economic impact of the crisis, and the immediate need to access income, it is important to implement employment retention programmes for refugees and targeted vulnerable Turkish citizens as well as further support to sustain essential social protection schemes.

• Effective and transparent coordination mechanisms are needed to facilitate close collaboration between 3RP partners and those actively contributing to the implementation of the COVID-19 response in Turkey.

• As such, there is a need for structured discussions with donors and funding agencies on possible changes and flexibility around programming, budgets and targets.
Medium-term Priorities

- Support to enhance self-reliance will be even more needed than before to enable households to recover from the economic impact of the pandemic. This requires urgent funding for livelihoods and agricultural activities to have programmes ready to begin as soon as the situation allows.

- There will also be a need to scale up social cohesion interventions in collaboration with public institutions and local authorities.

Priority Interventions and Requirements by Sector

**PROTECTION**

Total Requirements: USD 26.2m

Out of which:

- Reprioritized or reprogrammed activities: USD 17.5m
- New requirements: USD 8.7m

In order to respond to the impact of COVID-19 and to continue to contribute to the protection of Syrians under temporary protection, the protection sector has identified the following priority interventions:

- Conduct rapid needs and protection risk assessments on health and protection needs of vulnerable women and men, boys and girls, with an age, gender and diversity lens – including pregnant women and women with newborns - and identify and support vulnerable women, men, girls and boys.

- Assess the socio-economic impact of COVID-19 on children and other vulnerable groups to guide protection advocacy and interventions.

Information, Awareness and Monitoring

- Continue to engage with refugee communities through different modalities, and conduct targeted awareness raising and information dissemination, including the mobilization of adolescents, young people and women’s groups through SMS, online platforms and by phone. Engagement with communities through social media or other channels on how to access protection services, including GBV services, should be increased during this time.

- Increase monitoring of the media for the purposes of flagging misinformation and gaps as well as potential implications on social cohesion and addressing these issues in close collaboration with partners engaged in Risk Communication and Community Engagement within the Health Sector.

- Continue remote support to protection cases, including through referral to operational service providers.

- Provide protection support through remote modalities such as phone counseling, individual psychosocial counseling, individual legal support, follow-up on active cases, referral to operational service providers (mostly public institutions).

- Strengthen the capacity of caregivers in positive parenting and psycho-social support to children at home.

- Provide emergency material or cash assistance to meet protection needs.
In addition, protection partners underline the acute need to continue regular activities such as support to registration, provision of legal support and protection services, including to GBV survivors, others at risk and to children and their parents or caregivers, as well as support to national and local institutions.

**FOOD SECURITY AND AGRICULTURE**

Total Requirements: USD 2.5m

Out of which:
- Reprioritized or reprogrammed activities: USD 0.7m
- New requirements: USD 1.8m

In order to respond to the impact of COVID-19 and continue to contribute to the food security and agricultural resilience of Syrians under temporary protection and host communities, the food security and agriculture sector has identified the following priority interventions:

- Develop online and distance learning incentivized training courses on good food practices and healthy dietary habits.
- Provide vocational and life skills training including language skills, through distance learning programmes, decreasing the physical movement of beneficiaries and staff.

**EDUCATION**

Total Requirements: USD 12m

Out of which:
- Reprioritized or reprogrammed activities: USD 5.9m
- New requirements: USD 6.1m

In order to respond to the impact of COVID-19 and continue to contribute to sustained access to and enhanced quality of formal and non-formal education for Syrians under temporary protection, the education sector has identified the following priority interventions:

- Support the Ministry of National Education, including Public Education Centres as well as universities to improve access to distance learning to all children in Turkey including refugee children and those enrolled in non-formal education, and support identified students to access online support.
- Ensure continuation of the Conditional Cash Transfer for Education (CCTE) for refugees. In alignment with adjustments made for the national CCTE program, some conditions of the CCTE extension to refugees will be adjusted to enable the continuation of this critical support to families during the school closure period. Support to address economic barriers to education will be even more important once schools re-open to ensure families will be able to re-enroll their children.
- Support home-based agro-food businesses and income generating programmes especially for women to support the rural poor in agriculture sector.
- Promote e-agriculture, e-businesses and e-commerce platforms, whereby using wider range of business processes in food and agriculture, such as electronic ordering, processing, supply chain management, customer relationship management.
- Deliver cash-based assistance support for food security and agriculture programmes such as on the job training programmes.

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www.3rpsyriacrisis.org
• Continue supporting teachers and Syrian Volunteer Education Personnel, including mobilizing them for risk communication and distance learning support.

• Support higher education students receiving scholarships for additional months of classes, or for a potential increase in the number of students having to retake the current school year.

• Maintain outreach and advocacy messaging to ensure all children have continuous access to formal and non-formal learning opportunities, including through the continuation of adapted community-based early childhood education activities.

• Provide the most vulnerable Syrian and host community children impacted by COVID-19 students with learning materials including learning at home kits.

In addition, education partners underline the acute need to continue providing homework support classes and additional learning support for students enrolled in formal education programs including remedial and catch-up classes, using remote modalities as required. All learners in need of support as well as out of school children should be provided with access to accredited non-formal education opportunities and other forms of catch-up classes including basic literacy and numeracy skills in Turkish and/or Arabic, both during the period of school closure and following reopening of schools. Similarly, the specialized support provided to children with special education needs to access educational services is even more essential due to the impact of COVID-19 on households. A sector-wide assessment of barriers to education due to the COVID-19 pandemic should be conducted, including gender-sensitive analysis and age-disaggregation of data/vulnerability and protection sensitive data. Finally, the development and implementation of activities promoting social cohesion will be more acutely needed.

**HEALTH**

Total Requirements: USD 11.4m

Out of which:
- Reprioritized or reprogrammed activities: USD 1.8m
- New requirements: USD 9.6m

In order to respond to the impact of COVID-19 and contribute to access to quality and affordable health services for Syrians under temporary protection, the health sector has identified the following priority interventions:

• Increase communication on how to prevent and control the risk of COVID-19 specifically for Syrians under temporary protection.

• Support Community Mobilization Teams in each province and large municipalities.

• Provide COVID-19 tests (PCR) and serological tests for health care workers to ensure safe return to work.

• Support contact tracing and surveillance, detection, testing and reporting, isolation and quarantine of the most vulnerable refugees via provision of additional human resources, equipment and supplies.

• Provide PPE for health workers.

• Provide mental health services for affected Syrians under temporary protection.

• Provide equipment for Container/Field Hospitals to support non-COVID-19 essential “continuity of care” services.

• Support essential health services including maternal, newborn and child health services including emergency obstetric care, sexual and reproductive health at primary, secondary and tertiary health care levels via additional human resources, training, equipment and supplies.

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2 The Health Sector Response is aligned with the Health Section of the WHO-led Country Preparedness and Response Plan.
In addition, health partners underline the acute need to adapt modalities for awareness raising on COVID-19 for the refugee population; to provide remote health counseling including online counseling in case of a complete lockdown or more restricted movement; additional provision of hygiene items as well as equipment to health facilities. Health partners will also support the efforts of the Ministry of Health to safely maintain routine immunization, which is critical given the lower rates of immunization among refugee children.

### Basic Needs

**Total Requirements:** USD 85.3m

<table>
<thead>
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<th>Out of which</th>
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<tr>
<td>New requirements</td>
<td>USD 78.6m</td>
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</tbody>
</table>

In order to respond to the impact of COVID-19 and improve the living conditions for Syrians under temporary protection through the delivery of complementary and temporary services, the basic needs sector has identified the following priority interventions:

**Provision of ad-hoc cash and in-kind support to vulnerable groups:**

- Identify and support, in cooperation with public institutions, the most vulnerable groups facing socio-economic challenges exacerbated by the COVID-19 pandemics through additional complementary cash assistance to mitigate the direct impact of the crisis on living conditions and purchasing power, in combination with in-kind support where relevant.

- Ensure continuation of monthly multipurpose unconditional cash assistance for vulnerable eligible individuals, especially those who are older than 65 years of age and female headed households.

- Ensure continuation of food assistance in temporary accommodation centers (TACs) without interruption in all supported camps with the contracted stores maintaining good supplies and ensuring physical distancing is practiced in the shops. The distribution of COVID-19 related hygiene kits to all TAC residents remains a priority.

- Coupled with cash-based assistance, provide in-kind food assistance to the most vulnerable refugee households whose mobility is limited due to age, disabilities and other reasons.

- Contribute to infection prevention and control through the distribution of hygiene kits and sanitary items to vulnerable persons with limited access to basic services, combining distributions with targeted information dissemination and awareness raising.

**Support the response of targeted municipalities**

- Provide project management and planning support to refugee-hosting municipalities in the response to COVID-19 to encourage the inclusion of Syrians under temporary protection in local service delivery.

- Provide IT and related equipment to municipalities and local authorities to enable the continuation of their services through online modalities.

As underlined, the continuation of regular basic needs programming across the board remains critical for refugee households to help in absorbing the added shock of the COVID-19 pandemic. In addition to the continuation of cash, shelter and WASH programmes, as well as the completion of ongoing municipal infrastructure projects, where possible, are important.
In order to respond to the impact of COVID-19 and contribute to improving the self-reliance of Syrians under temporary protection and host communities, the livelihoods sector has identified the following priority interventions:

Development of online employability and business development support

- Conduct rapid needs assessments regarding the effect of the COVID-19 outbreak on Syrian-owned enterprises,

- Continue remotely implemented activities such as online trainings and call centres, ensuring the participation of women in such activities.

- Provide IT equipment to employment institutions to enable provision of online services.

- Develop online training and mentoring tools for both individual beneficiaries of technical trainings and businesses benefitting from business development services.

- Increase freelance and remote working opportunities during and after the physical distancing requirements related to COVID-19.

Protection and awareness for employees of impacted businesses and beneficiaries of vocational trainings

- Scale-up awareness activities on occupational and safety hazards for Syrian employees and on the importance of health and safety standards in the new context.

- Disseminate information on protective measures to be taken against COVID-19 to the beneficiaries of vocational and language trainings.

Support employment retention and job matching, including in COVID-19 responsive economic sectors, to address the need for immediate income

- Provide temporary financial support to workers and training beneficiaries during the interruption of economic activity to support employment retention.

- Extend incentive schemes for employers to support employment retention.

- Provide social assistance to those workers who lost their jobs or were put on unpaid leave due to COVID-19.

**LIVELIHOODS**

Total Requirements: USD 19.5m

**Out of which:**

- Reprioritized or reprogrammed activities: USD 6.3m
- New requirements: USD 13.2m

**CONTACTS**

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**LIVELIHOODS**

Total Requirements: USD 19.5m

Out of which:

- Reprioritized or reprogrammed activities: USD 6.3m
- New requirements: USD 13.2m

In order to respond to the impact of COVID-19 and contribute to improving the self-reliance of Syrians under temporary protection and host communities, the livelihoods sector has identified the following priority interventions:

**Development of online employability and business development support**

- Conduct rapid needs assessments regarding the effect of the COVID-19 outbreak on Syrian-owned enterprises,

- Continue remotely implemented activities such as online trainings and call centres, ensuring the participation of women in such activities.

- Provide IT equipment to employment institutions to enable provision of online services.

- Develop online training and mentoring tools for both individual beneficiaries of technical trainings and businesses benefitting from business development services.

- Increase freelance and remote working opportunities during and after the physical distancing requirements related to COVID-19.

**Protection and awareness for employees of impacted businesses and beneficiaries of vocational trainings**

- Scale-up awareness activities on occupational and safety hazards for Syrian employees and on the importance of health and safety standards in the new context.

- Disseminate information on protective measures to be taken against COVID-19 to the beneficiaries of vocational and language trainings.

**Support employment retention and job matching, including in COVID-19 responsive economic sectors, to address the need for immediate income**

- Provide temporary financial support to workers and training beneficiaries during the interruption of economic activity to support employment retention.

- Extend incentive schemes for employers to support employment retention.

- Provide social assistance to those workers who lost their jobs or were put on unpaid leave due to COVID-19.
• Support small businesses and cooperatives through grants including in sectors responding to new demands (such as the production of PPE and hygiene items, home-delivery of food and groceries) and to help adjust their modus operandi to remain operational during the crisis.

• Increase job matching between job seekers and opportunities in these sectors.

• Identify and design potential temporary employment initiatives to be implemented as soon as restrictions are lifted.

In addition to these priorities, regular programming, especially support to the private sector and SMEs, is acutely needed to enable many small businesses to stay afloat during and beyond the pandemic.

Financial Requirements

NOTE: The figures noted below are subject to change based on information received from 3RP partners.

Financial Requirements by Sector

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<tr>
<th>Sector</th>
<th>New requirements (USD)</th>
<th>Requirements related to reprioritized or reprogrammed activities (USD)</th>
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