UNICEF Turkey
COVID-19 Response
End-year Situation Report
2020

Reporting Period: March – December 2020

Highlights

- UNICEF provided financial and technical support to MoNE to boost technical capacity and infrastructure of the “Education Information Network” (EBA) distance learning platform that is currently enabling the teaching and learning of nearly 951,878 teachers and 12,286,458 students from K-12.

- More vulnerable children in Turkey, including refugees, continue to learn as a result of establishment of 170 physical EBA Support Centers, including 6 Mobile Centers in 6 provinces with a high refugee population and through distribution of 90,548 learn-at-home kits.

- UNICEF continued to support MoNE in a safe school reopening process. In 2020 this support included launch of a national “Back to School” campaign reaching more than 5.5 million people; provision of training to teachers and school administrators on distance learning and distance education management; development and implementation of a COVID-19 specific Psychosocial Support (PSS) Programme for school counselors; and provision of hygiene and cleaning materials and other supplies to schools in vulnerable locations throughout Turkey.

- Through a network of over 70 community centers UNICEF and partners reached 27,717 people (including 13,667 children) with remote counselling and 10,910 children (5,297 girls; 5,613 boys) with case management services.

- The Conditional Cash Transfer for Education (CCTE) Programme for Refugees remained operational without any interruption due to the pandemic, reaching a cumulative number of 668,900 children with critical cash support to encourage continued learning. To support families facing increased economic challenges due to the Covid-19 pandemic, CCTE provided one-time top-up in November 2020, benefitting 518,794 children.

- Over 520,000 beneficiaries, including 297,626 children (156,060 girls and 141,566 boys) in 29 provinces benefitted from distribution of COVID-19 Family Hygiene Kits.

- Over 78 million individuals were reached with COVID-19 related information and more than 650,000 people engaged through UNICEF Turkey’s social media channels.

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1 Kindergarten to twelve (12th) grade
Situation Overview & Humanitarian Needs

The first case of COVID-19 was confirmed in Turkey on 11 March. According to the Ministry of Health (MoH), as of 31 December 2020, 24,504,567 people have been tested nationwide, 2,208,652 cases have been reported (including 13% of the healthcare professionals in Turkey\(^2\)), 20,881 people have been reported to have died, while 2,100,650 people recovered.

According to the Turkish Ministry of Health (MoH) the recovery rate and death rate of all confirmed cases in Turkey were 95% and 0.9% respectively. As presented in the below graph, the Covid-19 pandemic in Turkey had two distinct peaks in 2020; one in spring, following the initial outbreak and a second that started in mid-October, when the average case incidents rate reached as high as 50 cases weekly per 100,000 people. Towards the end of the year, the number of reported new cases as well as reported fatality rates, started to decrease – a positive trend continuing at the beginning of 2021 – with case incidence rate decreasing to 20 cases weekly per 100,000 people. This positive trend may be attributed to the effects of a set of movement restrictions and other measures to strengthen infection prevention and control throughout the country, implemented by the Government as a response to the second peak of infections.

By end November 2020, Turkish Ministry of Health refined its reporting on Covid-19 cases, aligning it with global WHO guidance, by reporting the total number of cases that includes asymptomatic individuals with positive PCR test result; beforehand only symptomatic, PCR positive cases, have been reported.

The Government of Turkey continues with the full mobilization of national capacities in response to Covid-19 pandemic, with more than 1,200 public and private hospitals across the country providing treatment and services to Covid-19 patients and deploying 453 laboratories certified to test suspected cases. As of mid-November, the average number of tests in Turkey is constantly above 150,000 tests per day.

The national average ICU and ventilator occupancy rates in Turkey are 68.1% and 36.2% respectively, but some provinces have experienced higher occupancy rates. Turkey has expanded case tracking and filiation team’s capacity. There are more than 114,000 field teams who are tracing all contacts of a positive case (the filiation rate standing at 99.9%) in an average time of 9 hours\(^3\).

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\(^2\) According to the press-conference statement made by the Health Minister

\(^3\) All contacts are tested and required to quarantine for the 10-days period, regardless whether symptomatic or asymptomatic.
The Government of Turkey continues to implement a wide range of COVID-19 infection prevention and control (IPC) measures. The latest measures include full weekend lockdowns for all citizens, limited movement for elderly people (65 and above) and children and young people up to 20 years of age and reduced working hours for public servants. Restaurants and cafes in Turkey are closed for clients and only takeaway services are permitted. Public transportation between provinces continues with monitored measures and regulations aimed at strengthening infection prevention and control. International travel also continues, albeit with restrictions, including a temporary ban of travel to and from several global destinations and recently imposed requirements for passengers to present negative PCR test results before boarding planes or reaching the border crossing.

Face-to-face learning in kindergartens, primary and secondary schools has been suspended since late March 2020, although blended learning was introduced briefly for some grades, including kindergartens between June and November 2020. However, as of 23 November, the learning process is continuing only through distance learning modalities, including national remote learning system (EBA). These measures are expected to remain at least until 15 February 2021, with the start of the second school term in Turkey.

**Covid-19 Vaccination**

In November the Minister of Health announced an agreement with Chinese vaccine producer, Sinovac, for initial quantity of 50 million doses, expected to arrive in Turkey between December 2020 and March 2021 (20 million doses in December, 10 million in January and 20 million in February-March). Negotiations have also been taking place with Pfizer-BioNTech, who want to offer 25 million doses. The Turkish Pharmacists’ Union (TEB) has expressed concerns that Turkey still lacks the infrastructure to stock the BioNTech-Pfizer vaccine, however the efforts to address this challenge are underway and on track to be resolved before the significant quantities of this vaccine arrive to Turkey.

UNICEF Turkey and MoH continue working together, along with the World Bank and WHO, on identifying key areas of support to be provided to the government.

**Funding Overview**

The UNICEF Turkey funding requirement for the COVID-19 response in 2020 was **US$25 million**, of which **US$14.3 million** was received. UNICEF Turkey has not received any new funding for the COVID-19 response during the last quarter of 2020. Despite the generous contributions from the USA Government (BPRM) and Ministry of Foreign Affairs of Germany, the UN Central Emergency Respond Fund (CERF), UNICEF Thematic Pool for Humanitarian Response, UNICEF Thematic Education, Germany (KFW/BMZ) reprogrammed funding, Canada and Denmark, **UNICEF Turkey faced a 43% funding gap**.

Additional funding continues to be required in 2021 as schools remain closed and the needs of vulnerable populations continue to grow. UNICEF, together with key donors—including the EU, the Nordic states, the United States, Germany, the UK and UNICEF National Committees— will continue engaging to mobilize additional resources to respond to and mitigate the longer-term impact of the pandemic on vulnerable children and families in Turkey.

**Partnerships and Coordination**

UNICEF is closely coordinating with government, civil society and private sector partners to support national efforts to address the COVID-19 outbreak in Turkey. UNICEF’s response plan is aligned with the Government’s Pandemic Preparedness and Response Plan, WHO’s global Strategic Response Plan (SRP), the UN’s Global Humanitarian Response Plan for COVID-19, and UNICEF’s COVID-19 Humanitarian Action for Children appeal (HAC).

UNICEF also continues to respond to the Syrian refugee crisis within the framework of the Regional Refugee and Resilience Plan (3RP), implemented by the UN and NGO partners and led by the inter-agency Syria Response Group. UNICEF and 3RP partners have completed a revision of planned activities within the 3RP framework in order to reflect the additional needs of affected populations generated by the Covid-19 outbreak and impact it has on refugee and migrant populations, as well as host communities. Therefore, UNICEF and other 3RP partners Covid-19 response plans have been mainstreamed in the newly developed 2021 – 2022 Turkey chapter of 3RP and the corresponding UNICEF HAC appeal for 2021.
Summary of UNICEF’s Preparedness and Response Actions

Supplies

Since the start of the outbreak, UNICEF Turkey has worked with the Government and NGO partners on the provision of essential supplies to support infection prevention and control efforts in vulnerable households in Turkey, as well as for the UN staff and UNICEF partners’ front-line workers.

- In two rounds of distribution in 2020, UNICEF and partners distributed more than 114,000 Covid-19 Family Hygiene Kits to more than 520,000 beneficiaries, including 297,626 children (156,060 girls and 141,566 boys) in 29 provinces. The Family hygiene kits included items and materials for personal and household hygiene, hand sanitizers and PPE equipment, including multiple-use cloth masks for children and adults.
- UNICEF and its partners distributed over 48,000 Psychosocial Support kits to children at home, reaching 94,268 vulnerable refugee and Turkish children (54,022 girls; 40,606 boys) across 33 provinces. The PSS kits target children who were formerly accessing community-based psycho-social support services before the pandemic and aim to help parents ensure some continuity of support during the confinement period. PSS kits included writing and drawing materials, puzzles, playdough, and activity booklets in Turkish and Arabic).
- 75,548 vulnerable children (15,145 Turkish and 60,403 Syrian children) in 61 provinces received “Learn at Home kits” that include environmentally friendly bags, basic stationery supplies, Turkish language books, and a story series plus COVID-19 hygiene brochures.
- UNICEF and partners have also included information materials (brochures, leaflets) on COVID-19 infection prevention and control, messages promoting personal hygiene and hand-sanitation as well as proper use of PPE equipment, in all distributed COVID-19 family hygiene kits, PSS kits and ‘Learn at home’ kits. In addition, the specially designed ‘GBV prevention brochures’, which included hotline numbers for reporting cases and seeking professional assistance, have been incorporated into the composition of Covid-19 family hygiene kits and PSS kits, distributed by UNICEF and its partners.

Risk Communication and Community Engagement (RCCE)

UNICEF COVID-19 RCCE activities include a wide range of initiatives that target both Turkish and refugee and migrant children and families, implemented closely with government and civil society partners.

- UNICEF Turkey’s social media channels have reached over 78 million individuals with COVID-19 related information and engaged more than 650,000 people. The high reach and engagement were made possible by UNICEF’s partnership with Facebook, which places relevant content on their dedicated COVID-19 Info Centre.
The nation-wide “Back to School” campaign anchored in a key campaign message: “At School – At Home; Education Anytime, Anywhere” was launched in summer of 2020 in partnership with Ministry of National Education (MoNE). The campaign focused on the importance of the continuity of learning, safety and hygiene practices, social integration, and care for each other’s wellbeing. The campaign reached more than 5.5 million people using different communication channels including, billboards, digital boards, and racket boards in 28 provinces, social media platforms, short videos, brochures targeting families and children and a landing page.

**Continued Access to Essential Services for Children**

**Education**

The COVID-19 pandemic has negatively impacted the learning and overall well-being of nearly 19 million children, including more than 760,000 refugees and over 1 million teachers, with face-to-face learning largely suspended for xxx months between March and December. UNICEF launched an education response supporting the Government of Turkey in addressing this emerging education crisis. The response focused on the following critical areas:

**Continuity of learning through distance education modalities**

- UNICEF provided financial and technical support to MoNE to boost technical capacity and infrastructure of the “Education Information Network” (EBA) distance learning platform that is currently enabling the teaching and learning of nearly 951,878 teachers and 12,286,458 students from K-12.
- UNICEF developed 388 class videos covering 35 vocational fields to support MoNE in expanding the national distance learning programmes to include vocational training, thus enabling distance learning access to nearly 1.8 million Technical and Vocational Education and Training (TVET) students, who are among the most vulnerable adolescent learners in the country.
- A total of 196,603 teachers and education administrators (149,026 females; 49,019 males) gained knowledge and skills required to cope and adapt to the new demands of distance learning through training provided by UNICEF and MoNE. Participants were also trained to identify and support the learning and well-being needs of children during school closures.
- UNICEF used innovative approaches to adapt its community-based early childhood education programme using print materials and an interactive WhatsApp communication platform to address the different needs of young learners during school closures. Turkish and Syrian families in southeast Turkey were assisted by over 200 teachers to implement learning activities with 23,038 Syrian and vulnerable Turkish children (11,742 girls and 11,296 boys). 38 storybooks were developed for young children (ages 3 to 7) and uploaded to the EBA platform. 10 storybooks were converted to audiobooks and translated to Arabic, resulting in enhanced engagement of feathers in the learning process, and seizing the opportunity of greater time spent at home by fathers during the confinement period. 182 ECE teachers were also virtually trained to use this

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4 Kindergarten to twelve (12th) grade
new content developed for fathers.

Continuity of learning through blended approaches and learning reinforcement programmes

- In an effort to address ‘digital divide’ inequities, **170 EBA Support Centers**, including **6 Mobile Centers** in 6 provinces with a **high refugee population** were established by MoNE with UNICEF support to help to ensure vulnerable children, including Syrian refugee children, without a computer and/or internet access at home could continue learning during school closures.
- Despite extended school closures, Turkish language skills of **3,261 children (54% girls)**, including **1,854 out of school children** were enhanced with UNICEF support for Turkish Language Courses (TLC) provided by the Ministry of Youth and Sports, the Turkish Red Crescent (TRC) and Kilis Municipality. The programme was adapted and delivered remotely through phones, WhatsApp, and small group learning sessions. This enabled refugees’ children integration in their local communities and in Turkish public schools.
- **2,361 (60% Girls) vulnerable Syrian and Turkish children** were provided with homework support from TRC and Kilis Municipality remotely through phone, WhatsApp, and small group learning sessions to complement MoNE’s distance learning efforts during COVID-19. Efforts are underway to upgrade six multi-purpose computer labs in existing municipality centers in Urfa and Kilis municipalities to enable access to EBA, homework support, child protection, and other adolescent development-related services.

Safe reopening of schools

- UNICEF supported MoNE in the adaptation and operationalization of national guidelines for the reopening of schools.
- UNICEF supported a safe school reopening process in September and October 2020 for face-to-face learning organized for pre-school, grades 1, 2, 3, 4, 8, and 12 students, and all grades in villages and special education schools with a reduced number of students per classroom. The support involved providing **857 schools**, including **475 boarding schools** serving the most vulnerable Turkish and refugee children with resources to procure the necessary hygiene and other supplies to minimize the risk of COVID-19 transmission in the school environment. **47,037 (13,814 females; 33,223 males) school administrators** were also trained on safe school reopening and operation. However, due to the evolving epidemiological situation in Turkey, schools closed again on November 23, 2020. Re-opening is currently planned for 15 February 2021.
- UNICEF also provided support to ensure safe and hygienic learning environments in **78 Public Education Centres** that resumed face-to-face implementation of the Accelerated Learning Programme, a bridging programme for out-of-school Syrian children and adolescents to access education opportunities and reintegrate into the national formal education system. Despite COVID-19 related constraints, the programme had **7,483 (3,732 girls, 3,751 boys) new enrolments** in 2020.
- UNICEF initiated the Schooling Adolescents Through Vocational Education (SAVE) programme in partnership with MoNE ten provinces. Outreach volunteers reached **8,927 children** and identified **1,955 out-of-school adolescents** at risk of engaging in child labor were identified. Despite the COVID-19 constraints, 123 enrolled in Vocational Education Centers (VECs). These adolescents resumed face-to-face training in the VECs, whilst complying with COVID-19 health and safety guidelines.

Supporting the mental and emotional well-being of students, teachers, and parents

- UNICEF supported MoNE to develop a Mental Health Psychosocial Support Programme to increase the resilience of students, teachers, and parents during the COVID-19 pandemic. Support included the development of a program and related instructional support materials including storybooks, brochures, information booklets, and posters, as well as training of school counselors on the use of these materials. Plans are underway to train more counselors in the first quarter of 2021. UNICEF also supported the inclusion of

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5 Provinces include Ankara, Istanbul, Hatay, Gaziantep, Urfa and Kilis
psychosocial support for underperforming learners already enrolled in the national Remedial Education Program (REP), and approximately 1,743,480 REP materials were distributed to schools nationwide.

- UNICEF provided support for the Counselling and Research Centers (RAM) to adapt and enhance the quality of counseling and special education services in the context of COVID-19. In addition to expanding the programme to identify and address the needs of children with autism and language disorders in 2020, UNICEF supported the development and distribution of relevant program materials to over 254 RAM Centers to better diagnose needs and adapt service delivery modalities during the pandemic. Digital and physical support materials and supporting guidebooks were developed on basic first aid, technology, and internet addiction, and 287 diagnostic assessment tools were distributed to all RAM Centers in Turkey. The content was also uploaded on MoNE digital platforms to amplify the reach and accessibility of materials developed.

**Child Protection**

In 2020 UNICEF Turkey continued to work closely with Government and Civil Society partners to provide essential prevention and response services addressing the protection needs of the most vulnerable children, adolescents and families, including among migrant and refugee populations, affected by the COVID-19 pandemic.

Women and children continue to require targeted support through sustained investment in systems providing protection response, social assistance and psycho-social support. The reduction in service capacity and outreach due to COVID-19 has made it harder for service providers to identify and protect vulnerable children. Stress has also increased significantly amongst refugees due to the pandemic, exacerbating mental health issues, heightening the level of anxiety felt by women, men, girls and boys and requiring greater psychosocial support.

The response focused on the following critical areas:

**Child Protection services and protection referrals**

- The **Community-Based Child Protection programme** continues to ensure that Mental Health and Psychosocial Support (MHPSS) services are available to at risk/affected children and families during the COVID-19 pandemic, using alternative communication channels and approaches, including remote counselling, and phone and/or virtual individual and group PSS consultations.

- In 2020, through the network of over 70 UNICEF-supported community centers, UNICEF partners reached **27,717 people (including 13,667 children)** with remote counselling and **10,910 children (5,297 girls; 5,613 boys)** with case management services. In addition, Family Support outreach teams (ASDEP) supported by UNICEF assessed **1,466 children (759 girls; 707 boys)** through 651 interviews and supported **415 children (199 girls; 216 boys)** in accessing services.

- The child protection component of Conditional Cash Transfer for Education (CCTE), in collaboration with MoFLSS, MoNE, and Turkish Red Crescent (TRC), reached **2,351 children (1,145 girls; 1,206 boys)** in 15 provinces, of whom 197 children (80 girls; 117 boys) were referred to specialized services. As face-to-face outreach services have been limited since the beginning of the pandemic, household visits have been replaced by remote assessment and remote follow-up of open cases. In November and December 2020, UNICEF provided online trainings and technical support to TRC outreach teams to strengthen skills and tools on remote assessment and case management to ensure child protection concerns and risks are addressed.

- In addition, during the reporting period, a total of **1,357 refugee families** (totaling 6,672 individuals out of whom 4,114 are children) who were identified as having imminent protection concerns received emergency cash assistance while awaiting longer-term specialized support. The overall number of families requiring such assistance increased in 2020, as a result of the pandemic and deteriorating socio-economic situation of vulnerable refugee families.

**Strengthening national capacities to provide child protection and GBV services during the pandemic**

- UNICEF supported the capacity building of MoFLSS staff working directly with beneficiaries through comprehensive training programmes aimed at improving their capacity to respond to child protection risks in
emergency situations and using remote interventions. Within this scope, in 2020, a total of 1,746 staff members were trained on PSS, GBV, child abuse, positive parenting and case management.

- In response to COVID-19, a total of 364 professionals (probation officers and prison staff) participated in online trainings on topics including stress management during the pandemic, prevention of violence against children, case management, and promoting positive parenting. To respond to the anticipated rise in the cases of gender-based violence due to COVID-19, social workforce personnel responsible for responding to gender-based violence in Violence Prevention and Monitoring Centres (ŞÖNİMs), Women’s Shelters and Social Support Centres (SHMs) were provided with information on how COVID-19 affects violence against women and children. A total of 902 staff working on GBV services and 800 staff of SHMs benefitted from these trainings.

**Mental Health and Psychosocial Support (MHPSS) interventions**

- MoLFSS and UNICEF established a nationwide hotline to provide psychosocial support services and address other inquiries during the coronavirus pandemic, which is available to both Turkish and refugee families. The hotline will be active for at least 12 months with the support of UNICEF, and will be promoted through MoFLSS communication channels, including social media accounts. In 2020, a total of 632 MoFLSS staff who will work on the hotline were trained on remote PSS and interview techniques.

- Key information on self-protection from COVID-19 and wellbeing was integrated into community-based work on the prevention of child, early and forced marriage (CEFM), under the UN Joint Programme for the Prevention of CEFM’s. Gender-specific risks and vulnerabilities faced by adolescents during the COVID-19 pandemic were discussed with experts and youth groups as part of the UN Day of the Girl Child initiative, which engaged 15,000 viewers in October 2020.

- Kilis Municipality social and outreach workers received a two-day training on providing remote PSS support through phone calls for youth and their families. The training was provided to staff by GAP technical staff and focused on practical tips and role-playing in a remote setting.

**Social Protection**

- The Conditional Cash Transfer for Education (CCTE) Programme for Refugees remained operational without any interruption during 2020, increasing its cumulative number of beneficiaries from 562,016 children in December 2019 to 668,900 in December 2020. To support families facing increased economic challenges due to the Covid-19 pandemic, CCTE provided one-time top-up in November 2020, benefitting 518,794 children.

- The CCTE call-center system operated jointly by the Turkish Red Crescent (TRC) continued operations throughout the pandemic period, providing critical information to beneficiaries in Turkish, English, Arabic, Farsi and Pashto languages. Automatic messages on COVID-19 were integrated to Call Center waiting line, informing callers about recommended hygiene and social distancing measures, potential symptoms and available services at health facilities.

- In Şanlıurfa, UNICEF and its NGO partner’s cash plus programme targeting children engaged in or at risk of child labour continued to provide cash assistance to seasonal agricultural worker families who lost their income due to COVID-19, thus preventing child labour for 1,211 children (472 households).

- UNICEF conducted a study on socioeconomic impact of COVID-19 on children and families in Turkey which was finalized at the end of 2020 and will help provide critical insights and policy recommendations to address household and child poverty, including simulation of the impact of various cash transfer options on child poverty levels.

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6 332,184 girls, 336,716 boys.

7 373 Syrian, 838 Turkish
Adolescent and Youth Engagement

The COVID-19 crisis has affected adolescents’ and young people’s access to skills development opportunities as well as challenged their participation in their communities. To address priorities and needs of adolescent and youth, UNICEF in partnership with Ministry of Youth and Sports launched the ‘Mahalle’ (neighborhood) support mechanism aimed at engaging youth volunteers in their local communities’ pandemic response; and a media communication concept designed to harness the voices of young people to promote messages on risk mitigation, response and positive coping mechanisms.

- The ‘Mahalle Support Mechanism’ initiative engaged 315 youth volunteers who reached a total of 8,039 vulnerable adolescents, young people and their families in 25 provinces in Turkey. Youth volunteers engaged their peer groups to better understand impact of COVID-19 and related needs in their communities as well as to mobilize for local response. Response actions included participation in local distributions of COVID-19 kits, making referrals to specialized services for vulnerable people, awareness raising on COVID-19 infection prevention and control measures in their communities. This approach is being piloted in TRC community centers and Kilis Municipality for modeling and replication to take the programme to scale within other organization and municipalities in the country.

- Youth-centered communications: UNICEF continued to support the Ministry of Youth and Sports (MoYS) in conducting different live broadcasts on COVID-19 related topics, mobilizing public figures, including health specialists, artists and sports figures, to influence positive behaviours among young people. 33,219 young people were engaged through 34 live YouTube sessions (“Eşit Ağırlık” or Equal Weight) delivered by MoYS with UNICEF support.

- Youth ‘vloggers’: UNICEF supported 482 youth vloggers through capacity building in video production aimed at enabling them to develop youth-led video stories that will be disseminated by MoYS and youth associations to share youth experiences during the COVID-19 response.

Internal and External Media

During the reporting period, UNICEF Turkey continued producing and adapting to Turkish language a wide range of media content to support efforts to combat the pandemic in Turkey and highlight the situation of vulnerable Turkish, refugee and migrant families.
• An animation video was produced as part of back to school campaign raising awareness on the importance to continue education amid the ongoing pandemic. The video was viewed 325.1K times.

• A video was produced showcasing the success of the Social Cohesion and Youth Participation project and its support to vulnerable children during COVID-19. The video was viewed 26K times.

• A video was adapted about UNICEF role in supporting the delivery of COVID-19 vaccine. The video was viewed 60K times.

• A video was adapted to highlight children and young people ideas as part of the global reimagine campaign. The video was viewed 388.3K times.

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