



Orientation Manual | Jordan
Country Information for Trip Participants

1. Country Information Quick Facts

Population	9.456 million (2016)
Time Zone	Eastern European Time Zone; UTC+02:00
Capital	Amman
Languages	Arabic and English (unofficial)
Major Religions	95% Muslim Sunni Islam; 3% Christian
Government structure	Monarchy, King Abdullah II since 1999; Queen Rania Abdullah
Main exports	Clothing, Potash, Pharmaceuticals, Phosphates, Fertilizers, Vegetables
Weather and Climate	Seasonal, with hot summer days and chilly winter nights



2. Nation History

Part of the Ottoman Empire until 1918 and later a mandate of the United Kingdom, Jordan has been an independent kingdom since 1946. It is among the most politically liberal countries of the Arab world, and, although it shares in the troubles affecting the region, its rulers have expressed a commitment to maintaining peace and stability. Separated from ancient Palestine by the Jordan River, the region played a prominent role in biblical history. The ancient biblical kingdoms of Moab, Gilead, and Edom lie within its borders, as does the famed red stone city of Petra, the capital of the Nabatean kingdom and of the Roman province of Arabia Petraea.

In 1948, war broke out in the Middle East in response to the separation of Palestine and Israel. The conflict caused thousands of Palestinians to flee to neighboring Jordan and the West Bank. On April 24, 1950, the West Bank was formally added to Jordanian territory and all West Bank residents were granted Jordanian citizenship. This annexation was highly disputed in the region and unrecognized by the Arab League. The following decade was marked as Jordan's Experiment with Liberalism. Civil liberties and freedom were spelled out in the new constitution, solidifying Jordan as the most progressive in the Middle East.

In June of 1967, Jordan participated alongside Syria, Egypt and Iraq in the Six-Day War against Israel. Israel initiated airstrikes against Egypt over the shared border at the Straits of Tiran. During this conflict, Israel took control of East Jerusalem and the West Bank causing a surge in Palestinian refugees to flee to Jordan. Today, it is estimated that 70% of Jordan's citizens are of Palestinian origin.

Jordan has been significantly impacted by the Syria civil war, and has continued to receive refugees from 2013-present. Jordan shares a two hundred mile border with Syria, and currently hosts 650,000 registered Syrian refugees, though the estimated total is closer to 1.4 million as many remain unregistered. The influx of refugees in Jordan has increased Jordan's population by almost 20%, placing enormous strain on its social and economic systems and threatens to undermine the country's development progress as Jordan

struggles to cope with this challenge. One of many examples is Jordan's unemployment rate, which has almost doubled since 2011 in areas with high concentrations of refugees. The vast majority (80 percent) of refugees shelter in towns and cities, not camps, choosing instead to live as urban and rural refugees and are struggling just to survive.

3. World Relief History in Country

World Relief has held a presence in Jordan for more than 50 years, equipping churches to serve refugees and people forcibly displaced by regional wars and local outbreaks of violence. In 2014, World Relief established a permanent base in Amman, Jordan, and has

since been working to meet the unmet needs of Syrian and Iraqi refugees living in Jordan. The urban setting in Jordan is extremely difficult to reach, though it represents 80 percent of refugees in Jordan. World Relief is targeting this difficult to reach population by working through local churches and community-based organizations in Jordan to empower them to reach refugees within their communities through our child protection, psychosocial support, basic needs distribution and water and sanitation programs.

Decades of conflict and a resurgence of violence over the past five years has resulted in chronic instability and long-term economic, political and social consequences throughout the Middle East. Continued conflict in Syria has led to nearly half of Syria's population (approximately 11 million people) displaced or killed. Over four million Syrians have fled to neighboring countries, seeking refuge in Jordan, Iraq, Turkey, and Lebanon.

Families in urban areas are often struggling just to survive and have limited resources or opportunities to overcome the many challenges they face in their daily lives. The overall situation for refugees and IDPs has become increasingly challenging as they experience numerous barriers, including finding safe and affordable housing outside of camps, challenges in obtaining legal work opportunities, and difficulties in providing for their families' basic needs. Refugees and other vulnerable populations, including host populations, are experiencing competition for housing, unemployment, and rising prices of critical goods and services. Refugee and IDP households are entering into a cycle of asset depletion as their savings diminish and they rely on borrowing money from banks, neighbors, and family members and are in need of critical assistance. Another factor contributing to vulnerability is the inability to pay rent. This continues to be a significant challenge for families, which is related to the risk of eviction, debt, protection concerns, negative coping strategies (especially child labor) and sexual and gender-based violence (SGBV) concerns, in particular early marriage. Taking into consideration the scope of the crisis and the extreme needs, there is an opportunity to act now on the behalf of this extremely vulnerable people group.

“Reminders of the past are everywhere in Jordan – this is where Jacob wrestled with the Angel of God, where Lot’s wife was turned into a pillar of salt, where Job suffered and was rewarded for his faith, and where Elijah ascended to heaven. It is the place where Moses led the Israelites on their flight from Egypt to the Holy Land and where he delivered God’s Law to Mankind. It is where Jesus was baptized by John and anointed by God, where he called his first disciples and where the Holy Trinity - the Father, Son and Holy Spirit - manifested itself.”

From Jordan Tourism’s *Visit Jordan Booklet*, [click here for the full text](#)

4. World Relief's Current Programs in Country

World Relief focuses intentionally on serving neglected, underserved, and difficult to access communities. While urban displaced populations face significant challenges, there are also many opportunities. Our desire is to maximize the capacities and strengths that exist in these communities, and support community-led initiatives. Local churches are often active players in these contexts, as they are embedded within these communities. Even in areas where the church is a minority, it is well positioned to reach out to its vulnerable neighbors. World Relief partners with local churches and community leaders to serve the most vulnerable.

In response, World Relief has developed a holistic Family Strengthening program designed to meet the needs of vulnerable refugee and displaced families in the Middle East. Our programs target deep healing and restoration, not just surface problems. We seek to see people reconciled to each other and, ultimately, flourishing in community.

By targeting whole families through individual and joint programs, World Relief desires to see vulnerable refugee families healed, safe, and thriving. The variety of programs offered through our Family Strengthening programs allows families to receive support and help as individuals, while also strengthening the family as a unit. This strategy not only addresses the diverse needs of vulnerable families, but also protects women and children who are disproportionately endangered by violence and displacement.

Family Strengthening programs include the following areas of focus



1. **Child Friendly Spaces:** Children are often best supported in times of displacement by reestablishing routines that allow them to engage in normal childhood activities. World Relief supports refugee children through Child Friendly Spaces - safe spaces where kids can come play, and learn in a safe environment. Through this program, World Relief has seen children who were fearful and unable to go to the bathroom alone blossom into vibrant kids who now are excited to play and learn.
2. **Mothers Groups:** Facilitated by trained leaders, Mothers Groups create a welcoming place for refugee women to receive psychosocial support as they begin to heal from trauma. In Mothers Groups, women are taught gospel truths about their worth and identity – often hearing for the first time that they are made in the image of God.
3. **Positive Parenting:** Many child development and child protection programs fail because they only engage children. This is incomplete, as children live within a family, and their home environment plays a significant role in their psychosocial, educational, and spiritual development. This new program uses a curriculum that emphasizes positive parenting skills to promote a healthy and supportive family

environment. This curriculum is designed for use with both men and women, emphasizing the need for men to also engage in the positive parenting of children in the household.

4. **Marriage Strengthening:** Couples struggling through displacement face enormous stress. In addition, early marriage as well as sexual and gender-based violence still exist in many places. In response, World Relief is piloting an innovative Marriage Strengthening curricula for both men and women on relevant topics of marriage. Our classes are often the first time men are learning about and listening to a woman’s perspective. Our teachings counter the cultural norm of wife beating and teach that women aren’t meant to be hurt and daughters should be protected from early marriage.
5. **Literacy Support:** As part of Family Strengthening, World Relief provides a children’s Arabic and English literacy program to provide learning support to children who are struggling to keep up in school. World Relief also offers Literacy Support to adults who are illiterate or lack the pathways to support their children’s learning.
6. **Emergency Assistance:** Refugees and IDPs face a wide range of daunting risks and challenges when they are forced to flee or are forcibly displaced from their homes as a result of conflict. Oftentimes, families are forced to flee with limited resources, often leaving behind possessions and assets, sometimes fleeing with only the clothes on their back, arriving with few belongings, and limited access to food or suitable shelter. WRG works through local partners to improve resilience of vulnerable households through provision of health, water, sanitation, and hygiene, and cash assistance to help families survive the wide variety of challenges they face. World Relief is targeting single-headed families (often women), and large families who are extremely vulnerable and have numerous needs to meet.

5. World Relief Jordan



6. Culture

Chris Hefti is World Relief Jordan Country Representative Chris Hefti and has been since 2018. Simultaneously, Chris serves as the Country Representative for World Relief Germany (World Relief’s implementing partner in the Middle East) in Jordan since 2015. Prior to this, he spent time working for a local organization in Jordan supporting their Syrian relief program, and has spent several years studying Arabic. Previously Chris lived and worked in Tanzania support a water project as a financial advisor. Presently he lives in Jordan where he leads the Jordan country program and manages interventions an activities on the ground. Chris is Swiss, and he is married with three children. Chris and his family love Jordan, and have devoted the last five years to serving Syrian refugees in Jordan.

Hospitality When entering someone’s home, you should remove your shoes before entering their home. It is culturally appropriate to bring some kind of small gift when you visit someone’s home. This could be American candy, tea, coffee, or some small gift. Please do not bring anything that is very extravagant, though a small gift is generally appreciated. In return, families will almost always ask to serve you tea, coffee, juice, or provide a small snack. It is culturally appropriate to accept, and drink or eat what is in front

of you (though you do not need to finish anything you do not want). It is amazing to witness the generosity of these families who have so little!

Table western vs. eastern Meal times in Jordan are communal affairs and consist of family style serving where plates are shared. Instead of being passed at a table, food is served and eaten together around an open space on the floor. The breads should be used with the right hand to scoop and pick up food to consume. It is polite to participate in eating all that is served.

How do men and women Interact? Generally, men and women do not touch in public. Do not shake hands/hug/touch people of the opposite sex, and do not be surprised if a woman will hug another woman but not greet a man that way. Also, men and women generally sit separate, or with some distance. A woman generally should not sit between two men.

Holidays

Jan 1	New Year's Day
May 4	Labor Day – Eid el-Ommal
May 25	Independence Day – Eid el-Istiklaal
Lunar Holidays:	
	Ramadan (30 Days)
	Eid Al Fitr Holiday End of Ramadan
	Eid Al Adha Holiday Feast of the Sacrifice
	Hijri New Year – Islamic New Year
	Birthday of the Prophet Mohammad
Dec 25	Christmas Day

Entertainment

Social and cultural events in Jordan are heavily influenced by holiday traditions. In many places in the Middle East, media entertainment is moderated. In Amman, at the same time, there is a booming arts culture that is encouraging the consumption of fine arts and media which is spreading throughout the nation.

Church services

The church in Jordan is small and there are numerous traditions represented including Catholic, Orthodox, Coptic and many evangelical denominations. Gatherings are held publically and in open spaces. Even still, World Relief uses discretion and is careful about not drawing excessive attention to itself for security reasons.

Dress

Traditional dress for men includes the dishdashah which is a long sleeved, one piece garment that covers the whole body. Typically made of cotton, this style is worn to be cool and lightweight while also being conservative. Traditional dress for women is similar in style with embroidered patterns and elaborate headdresses. However, in Amman and other urban areas throughout Jordan, most people wear western style clothing, similar to what anyone would wear in the USA, though both women and men usually cover their arms and legs.

For every day, women will always cover their legs and often the full length of their arms. It is appropriate to wear semi fitted pants and long sleeves although tight fitted clothing is not appropriate. Shoulders are always covered as well as necklines. The burqa and head covering is a common style since it is lightweight and covers the body.

7. Societal Structures

Family Structure

Family life is currently being redefined and can vary significantly by region, city, community and family. There is a strong honor culture in communities so, the impression that neighbors receive of the family is highly considered and carefully crafted. Family is at the core of communities, and World Relief believes reaching individuals within the family unit is critical for sustainable change to happen within communities.

Traditionally, Jordan is a patriarchal society where gender roles are strictly defined. It is not uncommon for women to be unable to leave the home unless a male accompanies them. Most children, girls and boys, attend primary and secondary school. Young girls often have more limitations placed on them and cannot easily participate in extra-curricular activities in more conservative areas. Because of these limitations, World Relief works to empower girls within the schools, allowing us to reach those who would otherwise be difficult to access. Across Jordan, there are significant changes happening. Women are gaining more rights, freedoms and access to opportunities especially in modern urban centers like Amman. Even still, there is a significant need to advocate for and empower women and girls in the Middle East.

Government structure

Jordan's Independence Day is 25 May 1946 (from League of Nations mandate under British administration). Today the structure is a Parliamentary Constitutional Monarchy.

Economy

According to the Jordan Factbook produced by the CIA: "Jordan's economy is among the smallest in the Middle East, with insufficient supplies of water, oil, and other natural resources, underlying the government's heavy reliance on foreign assistance. Other economic challenges for the government include chronic high rates of poverty, unemployment and underemployment, budget and current account deficits, and government debt.

Since the onset of the civil war in Syria and resulting refugee crisis, one of Jordan's most pressing socioeconomic challenges has been managing the influx of 650,000 UN-registered refugees, more than 80% of whom live in Jordan's urban areas. Jordan's own official census estimated the refugee number at 1.3 million as of early 2016."

Literacy & Education

There is a high literacy rate in Jordan. About 90% of the population over the age of 15 can read and write. However, this high literacy rate is an incomplete picture. There are significant literacy gaps reported across schools, and Syrians especially face challenges. Many Syrian children are placed in schools based on their age, not grade level. This is especially difficult for children who experienced disruptions in their education. It is easy for them to fall behind, grow discouraged, and ultimately drop out of school World Relief's literacy support programs helps these children gain the literacy skills needed to succeed in school.

Ethnic Groups

Some 98% percent of Jordanians are Arabs, while the remaining 2% are other ethnic minorities. The 2% is comprised of Arab Jordanians (descended from prominent families in the cities and towns in Transjordan), Armenians, Chechans, Mandaeans, Bedouinns, Palestineans, Assyrians, Circassians and others. Jordan is also home to many different tribes. Tribe identify is still very significant, and there are occasional violent tribal conflicts. Tribe leadership still has significant influence in family and community life.

Day in the life snapshot

Jordan is unique, as refugees shelter primarily in urban environments. Unlike World Relief’s work in sub-Saharan Africa, the Middle East is a unique context. The majority of refugees live in urban and semi-urban areas, tucked away between the vast apartment buildings, or low-income housing. Refugees tend to live in impoverished areas, struggling just to survive. Urban destitution is a major threat for refugees living in urban settings.

8. Before You Go

Visa

To enter Jordan, you will need a passport that is valid for at least 6 months after your entry date. For U.S. citizens, visas can be obtained upon arrival. Non-US citizens may need to apply and obtain a visa prior to entering the country. It is important to note that, in some cases, you may require a visa that allows more than one entry. For more information, click [here](#), or visit the relevant embassy webpage for additional information. World Relief advises to always check the visa policy when planning a trip, as often visa requirements may change with little warning. In addition, visas are valid from the date of issuance. Please apply within the appropriate timeline of your date of travel.

	Cost	Information
Jordan	\$55 cash upon arrival at airport	60 day Single Entry visa
Visiting Petra, Jordan?	70 JOD ~ \$99 online	https://www.jordanpass.io/

Note: There will be a money exchange booth before the visa line where you can exchange your money before purchasing your visa (40 JOD).

Preventative care

For health information for traveling to Jordan, click here: [CDC](#)

Packing List

If you travel in the spring, fall, or winter, Jordan can be quite cold, with temperatures below freezing. We recommend heavier and warm clothing during these months. In the summer months, it can be very hot during the day, but cools down at night. In general, men should cover their legs and arms. Women should always cover their shoulders and legs, and avoid tight fitting clothing, especially when conducting home visits or visiting project sites. When visiting non-religious tourists sites, visitors should feel free to dress in short-sleeves. Tattoos are not common here, and generally should be covered if visiting a religious center.

Electricity & Voltage



The electric voltage in Jordan is 220 volts AC, while the US operates on 110V. You can bring a power converter which will convert the power from 110 to 220. WR would also recommend bringing an adapter for your plugs. In Jordan, electrical sockets (outlets) used are type C, D, F, G and J. If you are only bringing your computer or phone, then you do not need a power converter. Simply bring an adapter for your plugs.

Recommended Reading and Informative Sites

- Yemen* BBC Video Production: [Yemen on the Brink of Starvation](#)
NPR Article: [“The Deadly Consequences to Children of Yemen’s War”](#)
- Turkey* Washington Post’s Article: [A Child Goes to Work](#)
NYTimes Article: [Why Turkey is Fighting the Kurds](#)
- Jordan* Jordan Times Articles: [“Jordan tops list of refugee-host countries — Amnesty”](#)
[‘Jordan hosts third largest number of refugees in the world’](#)
- Iraq* Relief Web Article: [“Mosul Humanitarian Crisis”](#)
Washington Post’s Article: [“‘We are desperate’: Iraqis flee Fallujah, only to find another nightmare”](#)
- Syria* Washington Post’s Series “Refugee”
NYTimes Article: [“Untangling the Overlapping Conflicts in the Syrian War”](#)

Relief/Development Related Books

- [Jordan Through Middle Eastern Eyes](#): Kenneth Bailey
- [Seeking Refuge](#): Stephen Bauman
- [Our Last Best Chance](#) by King Abdullah II of Jordan
- [Hero, The Life and Legend of Lawrence of Arabia](#) by Michael Korda
- [The Lion of Jordan](#) By Avi Shlaim
- [The Lost History of Christianity](#) by Philip Jenkins

9. In Transit

Information to carry

World Relief is not responsible for your health or travel insurance, therefore it is essential that you travel with your own health and travel insurance. If your insurance won’t cover your trip abroad, make sure that you arrange temporary travel insurance before travelling.

World Relief Contact Information

Local Contact Information

Jordan office Mailing Address
P.O. BOX 910654, Amman 11191 Jordan
Physical Location
Amman Jabal Al Lweibdeh
8 Al Ba’ouniyah St
Office Phone +962 6 4619952

Lena Halesh +962 795 188 167 Admin Officer
Christoph Hefti +962 79 6379947 Country Representative

USA Contact Information

Bethany Seremet 603-546- 5423
Partnership Trips and Conference Manager
Skype: bethseremet
Whatsapp: 6035465423

World Relief HQ Reception
443-451- 1900

Upon Arrival

At the Amman Airport, you can connect to the airport Wi-Fi, and contact WR Staff via iMessage, Whatsapp or FaceTime, if you run into any issues at the airport. As you exit customs, a World Relief staff member will be there to greet you.

10. During the Trip

Communications

Internet will be available at the hotels and office. If calling from a USA phone, dial with the +962 and then the number. If calling from a local Jordan number, dial 0 before the rest of the number.

Photography/Videography

Be sensitive when photographing local people and their environments. Feel free to take pictures within reason, but it is best to ask permission before taking anyone's photograph. Behave as you would when invited to a friend's home rather than as a tourist. Do not take pictures of military or "official" looking buildings, vehicles, or individuals. Photographs of any government building are forbidden. Ask before even taking out your camera at the airport or in municipal settings in order to avoid receiving a fine or having your camera confiscated.

Important note: If bringing in significant media equipment/cameras (other than an iPhone or small camera), make sure to let WR know beforehand in case issues bringing into the country/clearing customs.

Food & Diet

Jordanian cooking is comprised mostly of breads, spiced rice, hummus and raw vegetables, cooked vegetables, beef, lamb, and chicken. Popular dishes include labnah (thick yogurt), baba ghanoush (roasted eggplant dip). World Relief recommends drinking bottled water or filtered water, rather than drinking tap water. To avoid getting sick, drink bottled water and only eat food that has been fully cooked.

Health & Safety

Security - In dense and narrow urban streets, it is important to be alert and aware of your surroundings at all times. Never carry your cell phone / wallet in a pocket where it is easily identifiable from the outside. In general, petty theft crime is low. Of greater concern is harassment against women. It is important to travel in groups of two or more. Men should accompany women at all times.

Security threats in Jordan are greater near the borders with Syria and Iraq. Travelers with World Relief will not be in proximity to the borders and for this reason should not be concerned. Sporadic, unpredictable attacks do occur, rarely. It is best to be attentive in public spaces where many other foreigners are. World Relief will conduct pre-trip security briefings with visiting teams. We continually reassess the security situation in these contexts, and will openly communicate any security related updates we receive.

Medical Facilities - Should any illness or emergency occur on trip, contact the following immediately. Do not travel to a local medical facility without the direction of WR Staff.

Jordan Country Director, Chris Hefti

Trips and Events Manager, Bethany Seremet

Money & Expenses

Currency- Jordanian Dinar

Exchange rate ([link](#))

Estimated spending money (\$200) Many larger and upscale places in Jordan accept Mastercards and Visa credit cards. However, it is advisable to bring some cash that you can convert to the local currency for any souvenirs or shopping at tourist sites. World Relief suggests that \$200 is enough. World Relief recommends exchanging money (to the local currency) to be done at the airport, prior to leaving the airport.

Accommodations

Participants will likely be staying at the Villa Dia Hotel in Amman. Air conditioning and Wi-Fi are included. Usually Jordanian hotels offer laundry services to visitors own additional cost although, WR would recommend bringing enough clothes for the overall trip, as it is a short-term visit.

Helpful words and phrases

Marhabaa. Hello.

naaam. Yes.

laa. No.

min faDlik. Please.

shukran. Thank you.

aaafwan. You're welcome.

alaaafw. Excuse me.

arjuu almaadhira. I am sorry.

sabaaH alkhayr. Good morning.

masaa' alkhayr. Good evening.

tuSbiH aalaa khayr. Good night.

Appendix

i. Frequently Asked Questions

What is the purpose of the trip? The purpose of the trip is to provide opportunities to engage and learn more about the work World Relief is doing in the Middle East to serve refugees and the most vulnerable, as well as to engage with the Middle East context firsthand. During your trip, there will be opportunities for engagement in World Relief's areas of work that may include historical and cultural sessions, and field and/or home visits with beneficiaries, opportunities for Biblical tourism, and trainings on our Transformation Tree Curriculum (still under development).

Is traveling to Jordan safe? Jordan is historically a popular tourist destination. Jordan is full of beauty and rich in history in the Middle East region. Jordan has welcoming people and great cuisine, which you will experience! It is generally safe to travel to Jordan, but World Relief does take additional safety precautions when planning travel to the Middle East region. World Relief will conduct pre-trip security briefings with visiting teams. We continually reassess the security situation in these contexts, and will openly communicate any security related updates we receive. We ask that visitors review the USA State Department's travel warnings for each location, and register your trip with your country's traveler registration ([USA](#), [Canada](#), [Great Britain](#), [Australia](#), etc.).

What is the climate like? Jordan's climate is seasonal, with hot summer days and chilly winter nights. It can even snow in some areas during the winter months. The cold poses an extreme threat to refugees or are living in apartments with no heat, cement floors, and little to no furniture. For your trip, be sure to check

the weather. If you are travelling in the fall or spring, you will likely want to bring heavier clothing and jackets, as the weather can be brisk.

What about flights and tickets? Participants will need to arrange their own flights to and from the country you are visiting. We recommend you book your tickets as soon as the trip dates and schedule are confirmed, to receive a better rate. Flying Royal Jordanian Airlines to Jordan can be a good option, as often their flights are more direct than European airlines, which often require multiple layovers.

What should I bring with me? If you travel in the spring, fall, or winter, Jordan can be quite cold, with temperatures below freezing. We recommend heavier and warm clothing during these months. In the summer months, it can be very hot during the day, but cools down at night. In general, men should cover their legs and arms. Women should always cover their shoulders and legs, and avoid tight fitting clothing, especially when conducting home visits or visiting project sites. When visiting non-religious tourists sites, visitors should feel free to dress in short-sleeves. Tattoos are not common here, and generally should be covered if visiting a religious center.

How much money should I bring? Many larger and upscale places in Jordan accept Mastercards and Visa credit cards. However, it is advisable to bring some cash that you can convert to the local currency for any souvenirs or shopping at tourist sites. The cost of the trip includes the majority of expenditures that are required throughout the trip. However, participants may choose to bring more money to spend during a tourism day or to buy souvenirs. Although the decision of how much to bring is personal, World Relief suggests that \$200 is enough. World Relief recommends exchanging money (to the local currency) to be done at the airport, prior to leaving the airport.

What can I expect to see? Jordan is unique, as refugees shelter primarily in the urban city context. Unlike World Relief's work in sub-Saharan Africa, the Middle East is a unique context. The majority of refugees live in urban and peri-urban areas, tucked away between the vast apartment buildings, or low income housing. Refugees tend to live in impoverished areas, struggling just to survive. Urban destitution is a major threat for refugees living in urban settings.

What are some of the challenges refugees are currently facing in these areas? With dim prospects for a solution to the ongoing conflict in Syria, the number of people uprooted by the conflict is likely to continue as the war drudges on. The vast majority (80 percent) of refugees shelter in towns and cities, not camps, choosing instead to live as urban and rural refugees and are struggling just to survive. These refugees tend to keep a low profile, missing opportunities to access healthcare, education and other assistance. Women and young girls are disproportionately endangered: sexual and gender based violence is rampant and many girls are forced to stop attending school. Children are also particularly impacted by life on the margins; in jeopardy of poor health, insufficient nutrition, lacking access to education.

When we participate in home visits, what can I expect to see? Can I bring a gift to give the families? Being welcomed into the home of a refugee is something we want to honor and respect. When entering someone's home, you should remove your shoes before entering their home. If possible, plan to wear easy to remove shoes this day, as we will be doing this together a lot! In addition, Arab culture is famous for its hospitality. It is culturally appropriate to bring some kind of small gift when you visit someone's home. This could be American candy, tea, coffee, or some small gift. Please do not bring anything that is very extravagant, though a small gift is generally appreciated. In return, families will almost always ask to serve



you tea, coffee, juice, or provide a small snack. It is culturally appropriate to accept, and drink or eat what is in front of you (though you do not need to finish anything you do not want). It is amazing to witness the generosity of these families who have so little!

During home visits, what is okay to ask refugee families? During the home visits, you will have the opportunity to ask questions to families. You will be with a World Relief staff member during this time, and if you have any questions on what is okay or not okay, you can always ask beforehand. Ideas are listed here:

What was life like (in Syria or elsewhere) before the war? What do you miss?

What are some of the challenges you faced when you first arrived? What are some of the challenges you face now?

What do you like about living in Jordan?

What are your hopes for the future? What are your hopes for your children?

What would you like us to share with people back home about Syria, life as a refugee, etc.?

At the end of a home visit, our staff will usually ask to pray with the family, regardless of different faiths. Families generally appreciate this. It is culturally appropriate to open your hands during prayer. World Relief staff will provide an orientation prior to home visits, but these are some general insights you can be thinking about prior to your trip. World Relief is excited for this opportunity to host you and share about the wonderful ways we see God's hand at work in this region.