

January 2019

REFUGEE TRIP

INFORMATION

The information in this document is confidential. Please DO NOT share this document, as it could unnecessarily risk the people we work with in-country.

WHAT TO EXPECT

While in country, you will be under the authority of the church in everything; appearance, behavior, and spiritual well-being. Pastor N, his staff and long-term Volunteers are the experts in life in and around the city. Their instructions are to be followed.

The Guest House is your home away from home - a very busy place of community. At capacity there may be over seventy individuals living in the dormitories; sharing bathrooms, showers, common areas and a kitchen. Furthermore, Volunteers are exposed to very traumatic stories and circumstances of the refugees. It can be stressful. Therefore, team leaders and sponsors are requested to assess the emotional, physical and spiritual stability of those wishing to serve here in the city. Volunteers who are currently on medication, have emotional or physical limitations, or spiritual uncertainty of any kind, are required to notify Pastor N in advance of arrival.

Pastor N expects all Volunteers to be followers of Christ and demonstrate that relationship in thought, word, and deed. He also expects them to be involved in one of the Sunday services, either the morning Arabic/English service or the evening Arabic service. The Arabic/English service is a simple service with singing in Arabic and English, and a message, either by the pastor or a visiting pastor. The Arabic service is led by a worship team singing contemporary songs, followed by a message. Pastors leading or accompanying teams and willing to share a message are asked to inform Pastor N.

Short term teams and individuals are expected to be fully involved in refugee home visits, distributing material goods, and assisting at the school. While doing so, you are asked to follow the instructions of the local leader. When you are curious or unsure about a situation, kindly hold your questions and concerns. You will have opportunity to discuss them upon return to the church.

It is not uncommon for a visitation leader to have to use a taxi to take a group on a visit. One way you may be able to bless local Volunteers is to come prepared to cover the cost associated with transportation to homes for visits: usually this cost is no more than a few Jordanian dinars per visit.

Daily Schedule at a Glance:

- Sunday - church is at 10 AM, English and Arabic and 6:30 PM Arabic Service
- Monday - beginning at 7:45 AM: school, refugee registration, Volunteers meet in Mezzanine Gathering Room at 10:30 AM, home visits and distribution: morning, midday and late afternoon.
- Tuesday - Volunteer Breakfast and Volunteer meeting, home visits and distribution: midday and late afternoon.
- Wednesday - beginning at 7:45 AM: school, refugee registration, Volunteers meet in Mezzanine Gathering Room at 10:30 AM, home visits and distribution: morning, midday and late afternoon.
- Thursday - beginning at 7:45 AM: school, Volunteers meet in Mezzanine Gathering Room at 10:30 AM, home visits and distribution: morning, midday and late afternoon, Sunday school for national believer's children.
- Friday - day of rest
- Saturday –2:30 PM soccer program, Syrian refugee Sunday school, Volunteers meet in Mezzanine Gathering Room at 10:30 AM, home visits and distribution: morning, midday and late afternoon.

Some teams have a special ministry that they would like to offer, such as music or kids programs. It is advisable to discuss this with the Volunteer Coordinator during the planning phase. Likewise, literature, hand-written notes, school materials and gifts that are intended for refugee families should be discussed prior to arrival and approved by Pastor N.

Volunteers should not give money to refugees.

SAFETY and SECURITY

Volunteers come from various academic, professional and political backgrounds. They come from many countries and of course, a wide age range. Here in country, it is just as important to know what NOT to say as what to say.

DO NOT use the following words or phrases

- insults against Islam or the Prophet
- insults against the King
- evangelism
- mission
- Israel

- do not discuss politics
- do not take photos in refugee homes, pose with refugees or allow them to take your picture

DO NOT post anything on social media!

It is extremely important that you do not post information on Facebook, Twitter or any other social media ***while you are here and after your departure***. Literature or any kind of written material, including handwritten notes, ***may not*** be distributed to refugees or among volunteers.

Cultural norms are discussed throughout this information. Be particularly sensitive to male and female appropriateness. If you are concerned or have any questions, always seek the advice of church staff. They will offer firm guidance for every situation. Always follow the lead of the visitation leader in refugee homes and on the street.

WHAT TO WEAR

Films and television generally portray westerners as being of lower moral character. Dressing too casually, showing lots of skin and displaying trendy clothing or hairstyles can reinforce this image.

You are required to follow these guidelines while living in the guest house and throughout your stay in the city.

- No clothing advertising alcohol, tobacco, secular music, etc
- You want to be sure to bring shoes that are easy to get on and off. Shoes are always removed in Syrian refugee homes.
- ***It is culturally inappropriate to expose the soles of feet*** - it is a bit tricky to cover them since you will be sitting on floor mats. You may want to carry an extra scarf for cover or wear socks.
- Shorts, gym and workout attire, pajamas or revealing clothing may never be worn in any area of the church building, including the roof.
- Shoes or sandals must always be worn.

It will be winter in country when we are on this trip. While not truly cold, it will be quite chilly. Plan and pack accordingly!

The rules for men are fewer and less restrictive.

- Men should wear long pants. Jeans, khakis and slacks are okay.
- If teaching or going to church, men should dress more professionally.
- Shorts for men are acceptable in places frequented by tourists, such as hotels and attractions.
- Men with long or "afro" styles must keep hair covered - neatly wrapped or tied back.
- Tattoos **must** be covered.

The rules for women are very conservative.

- Women must wear long, loose fitting blouses and tops with long sleeves **to the wrist** throughout the church building and in the city. **Your wrists must always be covered!**
- Long skirts or dresses are acceptable as well as loose slacks. **Your ankles must always be covered!**
- Jeans are acceptable, only with long tunic type tops.
- Leggings should not be worn except under dresses or long tunic tops.
- Tight or low-cut clothing and sleeveless tops are unacceptable.
- Midriffs should never be seen and backsides always covered.
- Women can wear shorts in the privacy of the women's dormitory only.
- Scarves that cover the neck are attractive and should be worn in refugee homes and on the street.
- **Head coverings are not required but will be used as a sign of respect in the homes of the refugees.**
- Tattoos **must** be covered.

PASSPORT CONTROL AND VISA

Upon arrival at the airport, you will need \$60 USD to purchase a tourist visa. The local currency is the only currency accepted. Currency Exchange and the ATM machine is located adjacent to the passport control desks.

- Proceed to the Passport Control - follow signs
- Present your passport and your money
- If asked, you can say you are coming to the city to help with humanitarian aid work
- If asked for an address where you will be staying and working –
Peggy will have this information

You will be issued a VISA at the airport: stamped into the passport. It is in effect for 30 days.

The book *Lonely Planet*, is highly recommended. It is a comprehensive guide to the country, with relevant and up-to-date advice on what to see, what to skip. It includes insider tips to save you time and money and help you get around like a local, avoiding crowds and trouble spots. It also covers cultural insights, including customs and history.

CASH and CREDIT CARDS

When you arrive in the airport you will need \$60 USD to purchase a tourist visa. The ATM machine is located in the airport adjacent the passport control desks. It is your best option. There is a Currency Exchange desk, but it may not be open for late arrivals.

Plan to travel with a minimum of \$200 USD/Euro in case the ATMs are not working. Once in the city you can exchange cash, but again ATM's are a better option. There are banks, reliable ATM's and places to change currency very near the church. The exchange near the church does charge a fee.

Throughout the town, it is necessary to have cash on hand as most businesses do not accept credit cards. In the capital city and at tourist attractions and hotels, credit cards are acceptable.

If you plan to go sightseeing while you are here, you may want to look into a visa called the In-country Pass, which costs BOUT \$115 USD; it includes entry into many of the tourist destinations in country. It might be worth your while to research this option.

TRANSPORTATION

Important tips for taxi travel . . .

- Men should sit in the front seat if they are traveling alone.
- Women should always ride in the back seat. (*Unless the car is full*)
- After you tell the driver where you need to go you **do not** need to speak to him again.
- Look out the right-hand window the whole trip. If you look out the front window to see where you are going, the driver may take it as a sign you want to chat with him. If you look out the right window you can avoid unwanted conversation, otherwise the conversation may get personal.
- You do not need to answer questions. It is culturally inappropriate for men to engage women in conversation. *EXCEPTION: When you are not sure about directions and don't*

Speak Arabic, you can pass the cell phone to the taxi driver and Pastor N or the person you are visiting can give directions.

Important tips for bus travel . . .

- If you are a woman, find a seat by a woman.
- If you are a woman and a man sits next to you, *complain!* This is culturally unacceptable! **NOT** *complaining indicates that it is OK* and the man may take that as an invitation for further attentions.
- If you are a man - do not take a seat by a woman.

TAXI SERVICE

- Tipping is not required but is appreciated.
- Do not pay the driver until you arrive and someone from the church meets you

Using a Taxi in the city and the capital City:

- In the capital, be sure they use the meter. A ride in the capital should not cost more than \$4.50 USD.
- In the city there are no meters; each ride in town is \$1.50 USD and \$2.20 USD to the edge of town.
- In the city only use the yellow taxis.

WATER and ELECTRIC CONSERVATION

Water supply and sanitation in country is characterized by severe water scarcity. This country is considered as one of the ten most water scarce countries in the world. The country's major surface water resources, the J River and the Y River, are shared with other countries who leave only a small amount for this country. This country also uses reclaimed water and desalinated sea water.

During your stay, you are expected to use good common sense with water and electric usage. There are water coolers throughout the building for your convenience. You are advised to not drink tap water. It is essential for you to conserve water when taking a shower, doing dishes, washing laundry and general cleaning tasks. Showers are located in each dormitory room and a washer is in each kitchen on the 4th floor. The washer on the 5th floor is for house laundry only.

- **Showers** - If you are a person who takes a shower every day - *take one every other day.*

- **Remember** -DO NOT run water the entire time you are brushing your teeth.
- **Laundry** - If you are here with a team, please combine washer loads when possible.
- **Cleaning** - buckets are available for scrubbing floors - fill them half full.

Air conditioners and fans are installed in each of the dormitory rooms and the Mezzanine. You are asked to use fans at night instead of air conditioning.

PLEASE TURN OFF LIGHTS AND AIR CONDITIONERS WHEN YOU LEAVE A ROOM

HOUSING – General Guidelines

We warmly welcome you as our guest to the Church in this city in the Name of Jesus. We are deeply grateful for your interest in the church and the work among the refugees here in country. Teams and individuals from all over the world are invited to join us as we serve the refugees and one another.

While here, you will be staying in the church guest house, located in the church building. There are additional accommodations in a house, a ten minute walk from the church, for mid-term females. Both facilities are bunk house style, with shared bathroom and kitchen facilities.

The guidelines outlined in this manual are provided for the benefit of those residing in the men's and women's dormitory and the women's house. Your patience, cooperation, flexibility and help with house duties are needed so that together we can maintain a clean, safe and pleasant environment. It is important to organize housekeeping tasks in ways that efficiently transition incoming and outgoing individuals and teams. Your Guest House Coordinator will be asking you to assist and give instructions for house duties throughout your stay. Out of respect and courtesy for your room mates, you are required to keep your things neat - your room tidy and clean.

Dormitories for men and women are located on the 4th floor. There is also one guest room for families and one for couples. There are 9 dorm rooms - all rooms have a toilet (paper supplied- *DO NOT throw paper in the toilet*) shower and bunk beds: fitted bottom sheets, pillows with cases, and summer or winter blankets are provided. Each room is equipped with a fan and heater/air-conditioning unit. There is a washer located in each kitchen (detergent supplied). Clothing may be dried on racks in the dorm or lines located on the roof. **WATER and ELECTRIC CONSERVATION** is extremely important - turn off lights and air conditioning when leaving any room and combine laundry loads when possible. A refrigerator, water cooler and extra storage cupboards are in the kitchen units. Volunteers may use the kitchen area for snacks and drinks

only. To avoid food odors and noise in the bedrooms while people are resting or sleeping, **COOKING IN THE DORM IS NOT PERMITTED.**

Socialization is encouraged at meal time and free time. Also, you may be challenged to a lively game of table tennis most evenings. Table tennis is always available - *table remains folded and stored right of the Gathering Room entrance door when not in use.* Christian movies are acceptable. Cards and board games are discouraged in the church, on the roof and Mezzanine level as they are offensive to some; however individuals may enjoy them in the privacy of their rooms.

There are certain cultural norms that must be respected and followed, for example, it is inappropriate for men and women to sit together unless they are married. Be sensitive to male and female appropriateness. Do not take photos of refugees, pose with them or allow them to take your picture.

Most importantly, you may not take pictures on the street - absolutely NO PHOTOS taken on the street.

During your time with us, you will be interacting with many Volunteers, guests, visitors and refugees in the community. You will also be interacting with church staff and their families. This is their church. In the city, the church facility is one of very few options for the young people and children to “hang out” – the best place to be with their friends – your kindness and understanding is very important and appreciated – welcome them to join you when you can!

This facility is a very busy place with certain areas designated for specific activities as outlined below:

- **CHURCH GATE - SIDE DOOR is to be used by staff and Volunteers - enter/exit**
- **Mezzanine - accessed using one flight of stairs from first floor entrance**

Mezzanine - for short term Volunteers

- Gathering Room - team meetings, visitation assignments, socialization
- Kitchen - cooking, food storage is assigned by Guest House Coordinator
- Mihbaash - coffee room
- Oasis - small meeting room, laptop, printer and internet desk

Elevator

- **G Ground Level**
 - Entry, gathering place for refugees coming for registration, classes and activities (Refugees use the FRONT DOOR entrance)
 - Church Sanctuary - services, registration for refugees
 - Cottage - special events, meetings and waiting area during registration
- **M Private-Guest House Coordinator residence - not a passage way**

- 1 Sanctuary
- 2 Balcony
- 3 Community Center - refugee classes, sewing classes and activity
- 4 Guest Housing
- 5 Roof and Prayer Room:

You are kindly asked to respect the prayer room and the boundaries of the building and use wisdom regarding safety and security.

Washers and dryers on the roof level are for House Laundry only.

Mid and long term Volunteers are invited to utilize the **Community Center, Cottage** and first floor **Front Room** on weekends, evenings and when not being used for registration and classes for refugees. *Short term Volunteers are asked to not use these areas without permission.* It is very inappropriate to sleep on the sofas. Volunteers living off campus must leave the facility no later than 11 PM.

*** IMPORTANT !**

- **KEEP KEYS WITH YOU - you will be issued a key to your room and a RED KEY to the church-lock all doors!**
- **ABSOLUTELY - NO PHOTOS on the street!**
- **DO NOT THROW PAPER IN THE TOILET - use trash can - please!**

*** REMEMBER**

- **Water conservation.**
- **Turn OFF - lights and air conditioning when leaving a room.**
- **All surfaces in: Mezzanine Kitchen, Gathering room, Oasis, Mihbaash - must be kept completely free of food and personal items! Otherwise considered unwanted and tossed!**
- **“HELP YOURSELF “food may be placed on the window ledge.**
- **Dishes and utensils washed immediately - air dried - drainers empty!**
- **Respect the property and furnishings, music and sound equipment, tennis table**

FOOD

Throughout your stay you will experience genuine cultural hospitality - warm and inviting. Traditional food is served at 10:00 AM, once a week at "**Tuesday Breakfast**" and usually an evening meal will be prepared for you by the church family. Within a few blocks radius of the church, there are very good restaurants offering shawarma, hummus and menus that include a wide variety of Middle-East food. You will also enjoy interesting breads from the bakery directly across the street and sweet delicacies from a shop located just a few doors down the street. We encourage those who can to patronize local businesses. This is a way to contribute to the economy and interact with the community. Some individuals and teams will choose to prepare their meals. Local markets are nearby and prices are quite reasonable.

Volunteers will use the Mezzanine for cooking and dining. Occasionally large teams may be assigned to other areas. Volunteers may NOT cook in the dormitory kitchens or use any other kitchen located throughout the building except for the "playground kitchen" which has a stove with an oven, located outside. Please let the Guest House Coordinator know if you wish to use it - just to avoid conflict in baking schedules.

- **Purchasing food:** It is a good idea to have your first meal at a restaurant giving the opportunity to become acquainted with neighborhood markets and shops. Long term Volunteers, teams in residence and the Guest House Coordinators will be very happy to give you recommendations and directions.

Teams and individuals are strongly advised to purchase groceries in small quantities on a **daily basis**. Due to limited storage space and potential food waste, you are encouraged to purchase food that can be consumed by your team in a day and/or one sitting.

Tea, Nescafe, Coffemate and Turkish coffee are supplied. The Guest House has a coffee pot and a French press, but does not supply American coffee.

You may order a home cooked, traditional local meal to be prepared for your team at a minimal cost. (*see Pastor N*)

- **Storing food: Storage space is limited!** Each team will be allotted space near the Mezzanine kitchen area for storing items such as snacks, cereal, bread, rice, fruit etc. Purchases in excess of that space will be taken to the dormitory kitchen cupboards and refrigerators. Be sure to label all food with your name and date.

Refrigerators are located in the dormitory and Mezzanine. Place all of your items such as leftovers, cheese and condiments etc. in a bag. . . **every bag/item must be labeled**

with your name and date. White board markers are located inside the refrigerator on the door shelf. Refrigerators are cleaned weekly and outdated or unmarked items are tossed.

Please be considerate and conservative in the use of the refrigerator. . . kindly refrain from placing half-used juice and soda bottles, large containers with small amounts of food, or bulky items such as bags of bread in the refrigerator.

PLEASE - if you have unwanted or leftover food at the end of the meal, there are long term Volunteers who would be happy to accept it. . .PLEASE, *please* offer . . . they will be very grateful and you will be blessed! (*Or - do not hesitate to invite them to join you!*) You may also place food on the "HELP YOURSELF" – on the window ledge.

■ **Preparing food:** Meal preparation will be a challenge!

The Mezzanine kitchen is the only area for volunteers to prepare meals. The kitchen is a very heavy traffic area and counter space is limited - there is only one stove unit. However, as you are settled into the routine and develop you own schedule, you will find it easy to coordinate your meal times and "carry in - eat out" with other teams.

WATER CONSERVATION - is absolutely essential! Please be aware of water waste when washing fruits and vegetables during food preparation and in washing dishes.

■ **Serving food:** Once food is cooked it may be served at tables located throughout the Mezzanine area. Some may enjoy carrying their meal to the roof or playground areas in the evenings. Trays are available to transport food.

Dishes and utensils are for your use in the Mezzanine kitchen (*Do NOT remove dishes and utensils from other areas of the church*). Some volunteers prefer to purchase disposable tableware available at nearby shops - a real time saver for clean-up and **water conservation.**

■ **Clean up after meals:** Teams cooking and serving meals will be responsible for clean-up;

- ***careful water use is essential!***
- wash dishes thoroughly - allow to air dry
- empty dish drainers - return dishes to cupboards
- collect and tie trash - take to the dumpster -

ask for directions to the dumpster- men only

- remove unclaimed stuff - all surfaces cleared of food and personal items
- wash all kitchen surfaces
- sweep floors - wet mop, if needed
- **The dish drainer should be empty and the kitchen should be spotless!**

- **Departure:** Teams will collect unused food and offer it to other Volunteers or place items in a bag and give it to the Guest House Coordinators who will distribute it as needed. DO NOT leave unwanted food, or other items in the kitchen cupboards or refrigerator. Remove and discard all refrigerator items. Please wash containers - allow drying and return to cupboards.

We hope you enjoyed your time with us. Your assistance in preparing your room for incoming guests will be greatly appreciated.