



## Conference

# “Syrian Refugees in Jordan: Question of Society & Media”

Dead Sea – Jordan

8 – 10 of December 2014

## Abstracts

### Introduction

Jordan Media Institute (JMI) welcomes all participants in the conference entitled "Syrian Refugees in Jordan: the Question of Society and Media" organized in cooperation with the Norwegian Institute of Journalism, and other national and international institutions.

This conference, featuring wide-ranging participation from academics and media professionals, aims to develop a data base of information and research on Syrian refugees in Jordan and in neighboring countries, and to make it available to researchers and the media. It also aims at giving institutions and NGOs concerned with Syrian refugee affairs the opportunity to build relations with the media, and to develop a better and more objective understanding of the patterns in covering Syrian refugee issues.

Quantitatively speaking, the Syrian refugee crisis has resulted in a sudden, rapid and forced increase in the population of a country suffering from difficult, economic conditions and poor infrastructures that are not qualified for absorbing such large waves of refugees, particularly against the backdrop of limited essential resources, especially in water and energy. This has placed a political, administrative and humanitarian burden on the country in terms of managing these refugee waves, and meeting the minimum human rights requirements for shelter, food and security.



The international community, as well as international and regional organizations, have contributed generously to supporting Jordan's capacities in confronting the challenges imposed by the Syrian crisis. Yet, there has been a continuous, official complaint that this support is not sufficient considering the magnitude of Jordan's commitments, thus necessitating evaluating and reviewing international plans for responding to the crisis.

Syrian refugee communities in Jordan and the neighboring countries need to be better understood from a human rights perspective. That is, understanding the psycho-cultural impact on the refugees' identity, quality of life, the way new generations of Syrians are growing up in the camps and slum areas in Jordanian towns and villages, and the impact of all that on lifestyle, behavior, political life and identification of choices.

**Basim Tweissi , Ph.D.**

**Dean**



## The Burden Shouldered by the Health Sector as Result of the Syrian Refugee Crisis

### Dr. Ali Hyasat – Minister of Health

The Syrian crisis has become a burden to the health system with the number of Syrian refugees on Jordanian soil reaching about 1.4 million, of which 600,000 (i.e. 15%) are registered in camps.

The Ministry of Health extends to refugees all preventive and awareness-raising services in addition to health care services. In other words, the refugees receive all the services extended by the Ministry of Health to Jordanian citizens without any discrimination.

The following are the most important pressures and burdens imposed by Syrian refugees on health services extended through institutions, Government hospitals and health centers throughout the Kingdom:

The increase in the rate of occupancy in Government hospitals, especially in northern governorates; the increase in dispensing medical and non-medical consumables by no less than 30 %; the increase in pressure on medical equipment thus reducing their operational time life; the increase in the rate of non-medical consumables and medications; the increase in the burden shouldered by human cadres; the increase in pressure on extending medical services and the emergence of some diseases among refugees thus imposing the launch of vaccination campaigns more than once, and at high material costs and human efforts.

The cost of the medical burdens extended by the public sector due to the presence of Syrian refugees is estimated at about JD 253 million per annum; i.e., an overall cost of JD 864 million since the beginning of Syrian asylum and up to 30<sup>th</sup> September 2014. The number of refugees is estimated at one million. This includes the primary health care, the psychological health services and the environmental health services.



## **Comparative Study Between Afghan Refugees in Pakistan and Syrian Refugees in Jordan**

**Professor Sa'ad Abu Dayyeh – University of Jordan**

**Professor Abdul Razzaq Abdul Samad Saber – Rector of the University of Turbat in Pakistan**

There is some similarity between the Syrian and Afghani crises as regards the cultural background, since the refugee in both crises moves from one country to another very similar to his in religion, customs and culture. The two countries are close in many aspects tackled by the study, including one indicating that the infra-structures and resources of both countries are under pressure. UN reports indicate that the flow of refugees was and still is enormous. UN reports also indicate the existence of a close similarity between Syrian and Afghani refugees. Both researchers, under such proximity, seek to probe the future in the light of Pakistan's experience with the refugees.



## **Protracted Displacement and Invisible Future: Experiences of Urban Syrian Refugees in Irbid-Jordan**

**Dr. Ruba Okosh – Oxford University**

Syria's continuing three-year long conflict forced millions of Syrians to seek safe haven inside and outside Syria and the neighbouring countries, including Jordan. According to the UNHCR, by November 2014, the total number of registered Syrian refugees in Jordan will reach 628,615. Increasing numbers among these, estimated to be in the tens of thousands, made the choice to leave the refugee camps and head for Irbid and the surrounding villages, even at the cost of losing social and economic assistance from international and regional humanitarian agencies. Those who left are scattered across Irbid's deprived neighbourhoods, where they found themselves facing difficult circumstances forcing them to cope with new economic challenges and harsh social environments. By utilizing ethnography, this study aims to reach a deep understanding of the experience of Syrian refugees in Jordan. It also examines the impact of refugees on host communities. Particular attention is paid to the experience of refugees in the labour market, and the difficulties of forced displacement. Drawing on a wide variety of interviews conducted in Jordan, this study focuses in particular on displacement processes and the experiences of refugees in urban areas in Irbid.



## **Image of Syrian Refugees in Lebanon: The Society and the Media**

**Dr. George Kallas – The Lebanese University**

This paper tackles the portrait of Syrian refugees in Lebanon through dealing with the challenges that confront this problem which is emerging as a new, Arab issue. This issue poses severe complications for peoples, Arab countries as well as the international community, in addition to the problems and traps it hides on the political, economic and developmental fronts; organized migration and premeditated displacement of some minorities and ethnic groups and the geopolitical and demographic scenarios it bears for the Arab region.

This paper also deals with the way the multi-Lebanese media is addressing the issue of displaced persons and their portrait in the media, through programs, investigative journalism, comments and Lebanese public opinion and through studying the idioms used in this respect.



## Mental Health of Syrian Refugees: A Pilot Assessment among Adolescents

**Khalid Kheirallah – Ph.D.**

**Odai Khasawneh – MD, Ph.D.**

**Hashim Jaddou – MD, Ph.D.**

Jordan University of Science and Technology

**Aim of the study:** to assess level of post-traumatic stress disorder and associated factors among Syrian adolescents seeking refuge in Jordan.

**Methods:** A sample of four schools (2 male and 2 female schools) assigned for Syrian students in Al-Ramtha city was used. All adolescent students aged 13 and above who consented to participate in the study were asked to fill a structured computer-assisted questionnaire.

**Results:** A total of 206 Syrian students (mean age [SD] =14.9 [SD=1.3] years) participated in the study. A majority was girls (54.4%), lived in rented houses (92.6%) and reported having major reduction in family income (52.9%). Mean length of stay in Jordan was 1.8 year (SD=0.8). About one-third (34%) witnessed injury of a family member and 29.6% witnessed a loss of a family member.

Mean Post Traumatic Stress Disorder (PTSD) Score was 42 (SD= 10); ranging between 19 and 61. The rate of PTSD (moderate to severe symptoms) was 81.3%. Mean PTSD correlated negatively with the social support of the family ( $r = - 0.19$ ;  $p$ -value  $<0.01$ ) and significant others ( $r = - 0.18$ ;  $p$ -value  $<0.05$ ), but not with friends' social support ( $r = -0.08$ ). Multiple logistic regression analyses indicated that PTSD was significantly negatively associated with social support, after controlling for the effect of other variables.

The rate of depression in the study is 32.5%. Multiple logistic regression analysis indicated that depression is significantly positively associated with loss or injury of a family member.

The vast majority (92.8%) of study sample attributed what happened to them as God's will. However, 61.1% were questioning, "why God does that to me".



## **Epidemiologic Investigation of Special Population: The Case of Syrian Refugees**

**Khalid Kheirallah – Ph.D.**

**Adi Khassawneh – MD**

**Hashim Jaddou – MD, Ph.D.**

Jordan University of Science and Technology

Epidemiologic investigation of special populations is critical for delivery of health care systems and social support structure. It also plays a crucial role in disease surveillance, need assessment, outbreak investigations, and monitoring and evaluation of assistance programs. Refugees; however, represent a dynamic (mobile) population where application of sound methodological approaches needs to be established.

Establishing a reference population for the generalizability of results is warranted as initiating an investigation should be coupled with dissemination of results to the applicable populations. Inside vs. outside camp refugees are examples of reference populations where generalizability needs to be established to either one or both of them, depending on the study design utilized.

Selecting a sample may also be complicated by the mobilization of refugees within and between the camp(s). Using Geographic Information Systems (GIS) and Google Maps to identify block of population subgroups may be an ideal situation for mobile groups. This approach is highly applicable when considering need assessment studies.

Establishing a Health Informatics System (HIS) for follow up of certain cases of refugees is optimal to avoid duplication of social services. This will also allow for follow-up studies and cohort investigations.

Regardless of the study design used or the actual need of any epidemiologic investigation conducted on refugees, one should always consider the reference population, the sample selection process, the use of informatics, along with the proper training of data collectors and research staff.





## **Mental Health of Syrian Refugee Youth: Between Theory and Practice**

**Adi Khassawneh – MD**

**Khalid Kheirallah – Ph.D.**

**Hashim Jaddou – MD, Ph.D.**

Jordan University of Science and Technology

Syrian refugee youth (Youth) in Jordan constitutes a vulnerable group with special needs in terms of mental health. According to a recent study, the majority of adolescents are frightened and distressed. The initial goals of treatment and interventions for this vulnerable group are to provide a safe environment and to attend to urgent medical needs. A sense of security can be achieved by adopting an approach of respect, compassion and containment, helping the child experience consistency in his/her daily routines, and providing opportunities for positive experiences.

Treatment and intervention plans should focus on categorization of mental health status by disease diagnosis (anxiety, depression, post-traumatic stress disorder) and severity (mild, moderate, severe). Sever cases of each diagnosis should have individualized treatment plan including psychotherapy and pharmacotherapy under the supervision of a trained child psychiatrist. Mild and moderate cases should be exposed to group psychotherapy classes of selective Cognitive Behavioral Therapy (CBT). It is crucial to de-stigmatize the symptoms in the eyes of both the adolescents and parents. They must be helped to understand that the symptoms are all natural responses to the experience (trauma).

Baseline assessment of living condition and environment is crucial in order to provide opportunities for relaxation and positive experiences. Schools and camp areas are the main target for mental health intervention plans.



**Title: The Impact of Conflict in Syria on Syrian Children at the Zaatari Refugee Camp in Jordan**

**Sinaria Abdel Jabbar – Ph.D.**

This paper describes a study conducted to investigate the impact of the conflict in Syria on Syrian refugee children. The Zaatari refugee camp in Jordan was chosen for this task. Two control (comparison) groups of children were selected: one from the Jordanian Ramtha district which is just across the border from Syria, and indirectly feel the consequences of the Syrian conflict, and the other from Amman, the capital of Jordan, which is far away from the border. The study compared the Zaatari, Ramtha and Amman groups in terms of expressed anxiety and depression symptoms. They were also compared with respect to their gender and age. The Zaatari children were the more distressed among the three, and thoughts of ending their lives were only expressed by this group. The Ramtha group also expressed some distress. The fact that this group indirectly experiences the consequences of violence emphasizes the dire circumstances of children inside Syria who are trapped between fighting groups.



## **Impact of the Syrian Refugee Crisis on the Jordanian Society**

**Dr. Ahmad Abdul Salam Al-Majali – Balqa Applied University**

The paper seeks to shed light on the impact of the Syrian refugee crisis on the Jordanian society, which has led to the emergence of many effects, characterized by some negative aspects to the Jordanian society. The paper addresses the various forms and patterns of these effects and demonstrates that a social impact has emerged and spread quickly inside the Jordanian society. Many extraneous customs, traditions, values and behavior patterns have emerged in an attempt to replace Jordanian customs and values. On the cultural side, sub-cultures, alien to the Jordanian society's cultural norms, have emerged and, consequently, led to higher crime levels inside Jordan.

The paper puts a set of recommendations before decision-makers to keep them abreast of the grave situation arising from the Syrian refugee crisis threatening the Jordanian society, and to urge them to reach safer solutions for the ways and means of addressing this crisis, especially that Jordan is one of the countries most damaged by the Syrian crisis.



## Historical Phases of Immigration and the Syrians' Quest for Refuge in Jordan

**Dr. Hussein Mahafza – Balqa Applied University**

**Dr. Muhammad Al-Dakheel – Balqa Applied University**

The paper seeks to identify the roots of the influx of Syrian refugees into Jordan, as well as the direct and indirect causes leading to the various forms of the Syrian refugee phenomenon. It tracks the analytical–descriptive historical sequence of events during two periods of time: the first immediately after the Great Arab Revolt and formation of the Faisali Arab Government (1918–1920), and the other is the current period. In addition there is an inter–mediate period during the 1950s.

This paper highlights the different causes and motives that prompt Syrians to seek refuge in Jordan, as well as the extent to which such refuge is spread, and seeks to identify the repercussions and prospects thereof, which calls for identifying and justifying the truth about this phenomenon and proposing effective solutions to reduce these impacts or minimize their current and future harm. This intervention draws on various historical and cultural references.



## **Social Impact of Syrian Refugees on Jordanian Communities**

**Dr. Zeinab Nabulsi – Balqa Applied University**

**Einass Al-Qudah – Balqa Applied University**

The paper seeks to shed light on an important aspect of the Syrian crisis in relation to the Jordanian society, i.e., the social impact of Syrian refugees on Jordanian communities. The sudden, unorganized influx of Syrian refugees has led to many social effects on the Jordanian society, some members of which have dealt consciously with the crisis, while others in an unorganized manner, but the majority have opted for non-interference and for distancing themselves from the issue. This has kept the door open for the social effects on the Jordanian society to take several forms, without any controls, barriers, precautions, or even preventive measures.

Jordan started to confront the consequences of the crisis as early as 2011, which made the country face rapid population increases. Thus, it was inevitable to conduct an in-depth study that takes into consideration the different humanitarian dimensions of the crisis, including the social, cultural, economic and other dimensions, in order to come out with a better, more objective understanding of the Syrian refugee crisis, and contribute to providing solutions to help the host communities in reducing the negative extraordinary changes that may affect members of Jordanian communities as a result of this crisis, as well as its social effects, and in meeting humanitarian needs and preventing the spread of troubles as much as possible.



## Developmental Impact of Syrian Displacement on Jordan

**Dr. Daher Alqurashi – Amman Arab University**

Syrian asylum in Jordan has become a source of concern affecting the stability of every Jordanian citizen. This concern has become a heavy burden shouldered by the Jordanian state, due to the worsening economic and developmental difficulties which added a heavy burden to the Jordanian treasury, if not the heaviest burden indeed. The developmental, social, political and security consequences of such asylum coincided with the turbulence in the area as result of the so-called Arab Spring.

The weak response on the part of the international community towards extending support to Jordan to enable it to face the Syrian asylum crisis weakened the development of the Jordanian state and added more commitments to its burdens that were not taken into consideration under normal development. Passive impacts were not confined to certain areas, but hit all walks of life without discrimination. The abrupt population growth which occurred in Jordan constituted an immense pressure on the infrastructure and public utilities.

The flow of Syrian refugees to cities, villages, rural and Bedouin areas throughout the Kingdom, led to an abrupt rise in the prices of all basic products, Syrian refugees became the main competitors of Jordanian citizens where they began purchasing government subsidized and unsubsidized commodities at the same prices paid by Jordanians thus adding to the volume of Jordan's public debt.



## WFP Jordan Operations: Refugee Dignity and Local Economies

### Jonathan Campbell – World Food Programme

Established in 1961, the United Nations World Food Programme (WFP) is the largest global humanitarian organisation fighting hunger in the world. WFP was initially formed with the aim to eradicate worldwide hunger and malnutrition, and has since progressed in minimizing and even eliminating the need for food aid itself with the evolution of its food assistance programmes over the past decade.

Through its well-established reputation for its logistical capabilities, WFP succeeded in consolidating its position as the global partner of choice for the provision and delivery of humanitarian food aid to communities in need, including those in hard to reach areas of conflict. As more complex emergencies emerged in the past decade, particularly in the MENA region where well-established and integrated markets exist, WFP began to evolve its assistance from that of traditional in-kind food packages to a more cost efficient, rapidly scalable cash and voucher (C&V) assistance modality.

In response to the escalation of the Syrian crisis in 2012 and the consequent influx of refugees into neighbouring countries, WFP launched an ambitious voucher programme, the largest of its kind in the world. Not only did the Syrian crisis response constitute one third of WFP's global budget in 2013, WFP's voucher component of the Regional Refugee Response made up 63% of its entire global Cash and Voucher (C&V) budget, confirming WFP as a leading global provider of C&V based assistance in regions where sufficient access to food was lacking in functional and well integrated markets.

Throughout the Syria refugee response, supporting local host communities and economies as well as providing a more dignified approach to food assistance were key factors when developing food assistance programmes. In this respect, the WFP Jordan emergency response has become a model for the region. With an upcoming cash study planned to examine whether cash or vouchers best ensures the food security of Syrian refugees, WFP will continue to push the envelope to ensure that affected populations in need are assisted with the most appropriate and cost-efficient model of assistance possible so that their basic food needs are met in times of crisis at the lowest cost to donors.



## **The Economic Impact of the Syrian Refugees Crisis on Jordan: The Population Opportunity Perspective**

**Dr. Sawsan Al-Majali – Higher Population Council**

This paper deals with the “Economic Impact of the Syrian Refugees on Jordan”, in particular from the perspective of its impact on the population opportunity through the following topics:

1. The demographic situation in Jordan prior to the Syrian crisis and thereafter, the volume of the influx of Syrian refugees, their demographic characteristics and future expectations of the volume of Syrian refugees in accordance with scenarios based on various hypotheses.
2. The population opportunity expected in Jordan conceptually, the policies of realizing and investing it and future population projections in addition to a summarized analysis of the expected impacts of international migrations, including the impact of Syrian migration flows, and investment opportunities in Jordan.
3. Impact of the Syrian Refugee crisis on the Jordanian economy where the focus will be directed towards indicators of macro economy, including the budget deficit, indebtedness, the balance of payments and the labor market. The impact of Syrian migration on some sectors such as the education sector will also be presented through giving prominence to the effect of school over-crowdedness, school needs, teacher requirements and the cost of absorbing Syrian students in public schools. The impact of Syrian migration on the health sector will also be dealt with in addition to various aspects related to this sector such as hospitals, health, doctors and nurses in addition to health costs as a result of hosting Syrian refugees in Jordan.
4. The impact of Syrian migration on other sectors such as the water, energy, infrastructure, public services, and the protection, security and civil defense sectors will also be presented.
5. The necessary recommendations for securing concerted international efforts to support Jordan in maintaining its capacity to continue welcoming Syrian refugees and preserving economic development.





## Aid and Humanitarian Work – The Experience of Humanitarian Organizations

### Laila Toqan – The Jordan Red Crescent

The outbreak of the Syrian Crisis in 2011 placed serious demands on the capacities of neighboring countries. Jordan, in particular, faced great demands on its natural resources, infrastructure and economy; that in addition to the great burden that was placed on the State's budget and services due to the continuous influx of refugees since 1948. The Jordan Red Crescent, which plays a synonymous role with that of the government, is considered one of the principal response and monitoring agencies in connection with the Syrian crisis since its outbreak in 2011. It has organized many initiatives, either individually or in partnership with other Red Cross/Red Crescent movements, and in cooperation with both the International Federation of the Red Cross and Red Crescent, and the International Committee of the Red Cross.

Most international assistance is focused within the camps, and approximately 80% of the refugee population is residing outside these camps (UNHCR, Syria Regional Refugee Response, August 2014). A significant proportion of the Jordan Red Crescent's response to the crisis is concentrated in the urban and rural communities.

This paper outlines all major activities and programs implemented by the Jordan Red Crescent in relation to the Syrian crisis after taking stock of the current geographical situation of the country. It highlights the coordination mechanisms implemented to address the current challenges, and the opportunities available to the Jordan Red Crescent and its partners to carry out their tasks in delivering food stuffs, health kits and services and psychosocial and financial support .The paper also presents future tendencies and recommendations to improve performance and coordinate efforts:

- Continuous communication and coordination with partners in planning and implementation.
- Strong and capable leaderships.
- Clear principles for cooperation.
- Clear planning based on accurate assessment of the current situation.
- Assigning defined roles and agreement on the management of projects and activities.

An annex is included containing an overview of the Jordan Red Crescent, its capacities and role in confronting crises.



## The Syrian Crisis: ICRC's Humanitarian Response

### Hala Shamlawi – ICRC's Official Spokesperson – Jordan

The ICRC has been operating in the Hashemite Kingdom of Jordan since 1967. Its main activities include visiting detainees to monitor the circumstances of their remand in custody and the treatment they receive in custody, helping foreign civilians and detainees to restore contact with their families and disseminating the humanitarian international law within the Jordanian society through close cooperation with the Jordanian Red Crescent. The ICRC Mission in Jordan provides logistical support to relief operations carried out by ICRC delegations inside and outside the region.

Since the eruption of the Syrian crisis in 2011, the ICRC Mission reinforced its humanitarian activities significantly to help meet the soaring requirements of Syrian refugees in camps and host communities. The ICRC coordinates its work with several international and non-governmental organizations operating in Jordan, including the UN High Commission for Refugees (UNHCR), UNICEF, UNRWA, and the International Organization for Migration in addition to its partners within the International Movement of the Red Cross and the Red Crescent in order to achieve the highest benefit for humanitarian work.

In an effort to meet the dire needs of Syrian refugees who arrived in Jordan recently, the Committee provided Syrian refugees during 2014 with about one million hot meals at four temporary reception centers at Jordan's northern borders. The ICRC also extended cash aid to about 4000 Syrian families in Mafraq as part of a program implemented in cooperation with the Jordanian Red Crescent.

As for health care, the ICRC established two medical clinics supplied with basic medical equipment at two temporary reception centers at the north eastern border to extend primary medical care to Syrian refugees immediately after their arrival in Jordan. The ICRC also provided them with potable water and improved sanitation facilities. It further supplied four temporary reception centers in the north eastern border area with the equipment required for hosting 1200 Syrian refugees per day.



## **Qualitative Study of the Concept of “Denial of Employment”: among Syrian Refugees in Jordan**

**Dr. Wisam Darawsheh – Assistant Professor – Occupational Therapy Department  
– Faculty of Rehabilitation Sciences – University of Jordan**

According to the 2014 United Nations High Commissioner for Refugees (UNHCR) estimates, Syrian refugees constitute the largest component of the refugee population in Jordan. Despite its limited economic resources, Jordan has been receiving increasing numbers of Syrian refugees since 2011. These numbers are expected to continue rising over the next years. It is estimated that 13% of all registered Syrian refugees have now settled in Amman Governorate, while the rest are scattered all over the other governorates. This paper employs a qualitative approach to address the concept of “denial of employment” to Syrian refugees.

The UNHCR has put forward a viewpoint that requires laying down a “strategy for dialogue” with the Government in case the Government cannot meet the needs of Syrian refugees. At the same time, the UNHCR recognizes that the infrastructural capacities and services in this small country are limited and may not be sufficient to cover the needs of the local population. The way the UNHCR has handled the issue raises questions as to whether this “dialogue strategy” is sufficient to provide a solution for meeting the needs of refugees and whether this would lead to tangible real results, irrespective of the nature of any mooted solution or strategy, as any of these moves cannot be considered successful without the existence of reliable studies on which to be based.



## The Rights of Syrian Labor Between Law and Implementation

**Dr. Sakher Al-Khasawneh – Jordan Media Institute**

Recruitment of foreign labor without permit is a violation of the law. Article 12 of the Jordanian Labor Law imposed a fine penalty on the employer and authorized the Minister of Labor to deport the foreign laborer at the expense of the employer.

Although the text of the above-mentioned article is imperative, the Jordanian Court of Cassation ruled that the work of a foreign laborer who works without permit is valid and that he is entitled to claim all his labor rights.

The problem of Syrian labor in particular, stirs legal, economic and social problems. This paper discusses the labor rights resulting from the work contract and the rights and duties of the Syrian laborer, their effect on the labor market and the problems of deportation. This study depends on a random sample of Syrian workers in order to support or deny its hypotheses.



## Refugees and Legal Challenges

### Saddam Abu Azzam, Director – Center for Legislative Studies

Refugee crises are not incidental in international law in general. The international community has repeatedly called for organizing and enacting laws governing wars in an attempt to avoid as much as possible of the resulting human and natural losses. Consequently, the International Humanitarian Law emerged to legalize the still-valid four Geneva Conventions and their protocols.

The rights of refugees constitute one area where Human Rights Law and International Humanitarian Law are applied in view of the complex nature of the required protection. Under the brunt of war, which is governed by International Humanitarian Law, the issue of taking refuge, which is governed by Human Rights Law, prevails and reconciling the two is not an easy matter for all those involved in international law.

The Syrian refugees crisis has posed many legal challenges to the host countries, as well as the international community. The following are the themes tackled by this paper:

**First:** Legal coverage of refugee rights in the host countries and the legal framework governing the issue of asylum in general.

**Second:** Places where the refugees took refuge and their effects on local communities.

**Third:** The issue of how many refugees a country is allowed to receive and can states close their borders after a certain number or percentage of refugees have arrived?

**Fourth:** Media coverage of the refugees issue and its relationship to the other human rights of children, women and persons with disabilities.

**Fifth:** The rights and duties of refugees and handling the asylum issue as a humanitarian issue.



## **The Experience of the Jordan Hashemite Charity Organization in Extending Relief to Syrian Refugees**

### **Mohammed Naser AlKilani – Jordan Hashemite Charity Organization**

In 2011, the Jordan Hashemite Charity Organization (JHCO) was officially entrusted with addressing the Syrian problem which started with the flow into Jordan of small numbers of Syrian refugees who were temporarily housed in Al-Bashabsheh Residence until they become acclimatized, while the Ramtha Governor, citizens and philanthropists continued to offer them aid.

At this point, JHCO continued to shoulder the responsibility of extending aid to the refugees, as the Social Development Law prohibits helping non-Jordanians. JHCO was thus the sole organization permitted to extend to the refugees such aid as it had enough experience in carrying out relief work outside Jordan.

JHCO was the first organization which equipped and prepared camps starting with Al-Bashabsheh Residence in Ramtha and ending with the camps that followed.

The deterioration of Syrian events and the growth in the numbers of refugees prompted JHCO's swift response in an effort to secure temporary residence for the refugees. The Organization concluded and signed contracts with various organizations to shoulder the responsibility of the refugees. The camp became a big workshop for preparing the infrastructure required, including the establishment of joint WCs, kitchens, opening field hospitals, specialized clinics and warehouses for the distribution of non-food items (mattresses, blankets, water containers, illumination).



## Media Use in A Time of War

### May Farah and Jad Melki – American University of Beirut (AUB)

The Arab uprisings have served as a launching pad for a cacophony of voices and scholarship on the role of new and social media in the (sometimes) revolutionary changes taking place. Indeed, much recent research and writing has focused on the contributions of new media and social network sites in the sweeping changes taking place across the region. While these are indispensable explorations, we argue here that media uses and effects are also essential in assessing the success of media producers in providing content that is both relevant to and valued by the populations they are serving, especially, as in this case, populations facing war and displacement. This paper examines how displaced populations use what media are available to them in a time of war in order to fulfill their needs, whether for information or entertainment.

The ongoing Syrian conflict was used as a case study. Since March 2011, more than 6.5 million people have been displaced, with approximately half seeking refuge in neighboring countries.

In such disastrous situations access to media changes as do daily and social needs. Using a survey questionnaire, the study examined the media uses of 2400 Syrians in Syria, as well as the three countries with the most displaced Syrians: Lebanon, Jordan and Turkey. The aim of the research was to reveal what news media are available during conflict, which sources are most trusted and followed, what media channels fulfill which needs and gratifications, and what media sources and needs people prioritize during times of war and distress. Their media habits were then compared against their original county of residence, current residence, and various demographic variables.

Literature on the effect of war on media uses and media-related needs is scarce, as is research on media uses of refugees and displaced persons in this region and beyond. The present research aims to begin to fill that lacuna, and analyzes the findings within three theoretical frameworks, uniquely applied to a war and conflict situation: media uses and gratifications, selective exposure and media dependency, and uncertainty reduction theory.

Research on such media uses offers a better understanding of how news sources can deliver appropriate content to Arab populations during dangerous and uncertain situations.



## **Balance in Media Coverage of the Refugee Affair**

### **Manar Al-Rashwani – Al-Ghad Newspaper**

This paper addresses media coverage of refugee issues in specific, against the backdrop of the longevity of the conflict that has created the phenomenon, with a focus on the phenomenon of Syrian refugees in Jordan.

With the continuation and prolongation of the conflict, the conflict itself becomes closer to being an “ordinary” issue for other countries and their populations, but in such a manner that, by contrast, leads to crystallizing the relationship between the refugees and their host communities by virtue of the transformation of this relationship with time into a relation of competition for the mostly limited resources between refugees and hosts.

Here, the media dilemma arises in terms of its ability to strike a balance between covering the tragedy of the refugees themselves before their arrival to their places of refuge, as well as their living conditions in these places, on the one hand, and covering the suffering and pressures experienced by the host communities as a result of their new burdens, which initially came unexpectedly, but may lead to a permanent situation on the other. The nature of media discourse plays an effective role in alleviating or aggravating tensions in the host communities.





## The Solidarity of the State and Society in Turkey with Syrian Guests

### Mohammad Zahed Gul – Anadolu Agency – Turkey

Two months after the eruption of the Syrian revolution, waves of Syrian displaced persons started to flee their homeland toward Turkey and by last month their number stood at around two million, representing all the Syrian sects, religions and ethnicities. The Turkish media calls the displaced Syrians “guests”, while Turkish President Recep Tayyip Erdoğan uses such Islamic sobriquets as “muhajireen” and “ansar.” Meanwhile, the Government’s responsibilities multiplied as it sought to solve the refugees’ problems and secure their comfort and decent livelihoods. During the first three years of the crisis, the Turkish Government sustained US\$ 4.5 billion, while international aid to the Syrian displaced persons in Turkey did not exceed US\$ 200 million. Nevertheless, Turkey will take upon itself whatever costs are entailed as a result of hosting its guests.

Yet the problems that Turkey faces are not only limited to the economic aspect and the large amounts of money, but rather extend to the social, environmental, health, ethical, educational and other aspects. The largest problem touches on the humanitarian side, first toward the displaced persons themselves and then toward the Turkish society. The situation is emphasized by Amnesty International’s recent report that “the Turkish State’s capabilities in receiving refugees have been exhausted.”

There is no doubt that the Turkish society faces many challenges and it is important that the conference tackles some of the more important themes, including the following:

**First:** The situation of Syrian refugees in Turkey (numbers, data), the problems the refugees are facing, problems between Turks and Syrians, the social situation and governmental policies.

**Second:** The future of Syrian refugees in Turkey, the government’s plans, attempts at assimilation and mainstreaming of the refugees.

**Third:** The Turkish media’s handling of the refugee crisis.



## **Coverage of Syrian Refugee Affairs in the Jordanian Press: Al-Rai Daily Newspaper As an Example (An Analytical Study)**

**Professor Alaa Eddine Ahmad Khalifa Al-Dulaimi – Faculty of Mass  
Communication – Yarmouk University**

The author addresses the Jordanian media's content and journalistic treatment of the issue of Syrian refugees; the areas in which the Jordanian media is interested; the newspapers' focus on the news; and the themes, styles, methodologies and editorial lines in handling refugees-specific topics. This analytical study of the content of Jordan's *Al Rai* daily newspaper also reviews the trends, patterns, stereotypes and characteristics of journalistic treatment of the phenomenon of asylum from an economic perspective or as a humanitarian social phenomenon. The study also tackles the communication mechanisms employed by the media in dealing with the various impacts of immigration.

Furthermore, the paper examines the comprehensive coverage of refugee rights in accordance with legislation, rights and laws and seeks to identify the discourse of the media and its role in reducing incitement, hatred and negative relationships between the displaced and the citizens, as well as the role of balanced media coverage in silencing the discourse of incitement and hate and its implications.



## Media Discourse about the Syrian Refugee Problem in Jordan

**Dr. Khaled Al-Shaqran – Director of Al Rai Center for Studies**

The classification of the Syrian crisis internationally as part of domestic conflicts, which are difficult to resolve, results in making the Syrian crisis an overlapping and complicated problem; one that seems will continue for a long time, taking into consideration the repercussions of field developments on facts on the ground inside Syria.

Since Jordan is among the countries which received and hosted the largest number of Syrian refugees, (1.6 million living on Jordanian soil whether in refugee camps or in cities and villages) and due to the repercussions and political, economic, social and demographic impacts as well as the pressure exerted on the infra-structures of Jordanian cities and villages, a basic need for a media discourse has become imperative, provided that such discourse would be capable of meeting the volume and coping with the nature of this problem as well as the challenges and problems related to it at all levels.

Hence, this paper is trying to approach the reality of the Jordanian media discourse towards the Syrian Refugee problem through analyzing the nature, methods and means of addressing the problem of Syrian refugees by the Jordanian media, in order to become aware of the ability of the Jordanian media to diagnose the true problem of refugees, its dimensions and repercussions, particularly at the humanitarian level, as well as its ability to understand the impact of this crisis and its political, economic and social repercussions on Jordan.



## **The Role of the National Council for Family Affairs in the Area of Protection Against Violence at the National Level at Times of Emergencies**

**Fadel Al-Hmoud – National Council for Family Affairs**

This paper reviews the legal basis of the Council, its mission and role as an intellectual council responsible for the formulation of national policies, coordination, follow-up, research and the mobilization of support for family affairs. The paper focuses on the Council's work in the area of protecting the family against violence, including at times of emergencies, based on a multi-institutional policy to consolidate the understanding of violence and the definition of the roles, responsibilities and measures taken to merge tools dealing with cases of violence at times of emergency in national policies.

It also focuses on the collective efforts of all institutions concerned with protecting the family and the child at times of emergency and describe the measures, roles and responsibilities of the institutions concerned with confronting violence based on gender and protecting the children of those affected by the Syrian crisis who live in camps and urban communities.



## The Impact of the Syrian Workforce on the Jordanian Labor Market

**Suzan Afifi – Phenix Centre for Economic & Informatics Studies**

The economic impact of the presence of Syrians in Jordan was immediately reflected in the local labor market, which started to accommodate large numbers of Syrian workers in the various occupations, even those in which Jordanians are engaged, especially that 30% of Syrian refugees in Jordan are of work age. Jordan's Ministry of Labor estimates that 150,000–160,000 Syrians are now working in Jordan and are concentrated in Jordan's northern cities (Irbid, Mafraq and Ramtha), as well as the Capital Amman.

Syrians work (mostly illegally) in all occupations, especially in the informal construction sector, restaurants, bakeries, sweets shops, agriculture, cosmetics salons, fuel stations, and electronic and electric appliances stores, as well as the different informal business sectors. The situation is now posing a threat to the Jordanian labor force, as well as the Egyptian expatriate workforce. Employers hire Syrians because of their low wages and their willingness to work longer hours in order to meet their families' needs, even though the refugees fall under the responsibility of the United Nations Refugee Agency (UNHCR), other international organizations and the international community in general. Economic analysts estimate that the illegal Syrian workforce has gained control over a large proportion of job opportunities in the Jordanian labor market.

This study seeks to identify the effects created by the Syrian presence in Jordan on the structure and components of the local labor market, on the one hand, and the conditions of employment, under which the Syrians are working, on the other.

The research starts off with the problem of the absence of accurate, definitive information on the effects of Syrian labor on the Jordanian labor market and its components, as well as the lack of formal information on the employment and distribution of Syrians in the different occupations and the different governorates, as well as their wage levels.



## The Syrian Refugee Crisis in Mafraq Governorate

### Ahmad Ghassab Al-Hawamdeh – Mayor – Greater Mafraq Municipality

Syrian refugees are mainly concentrated in the northern governorates of Jordan. This is a result of the situation along the borders, as well as the social relations, depicted in the fact that some tribes are inter-linked and their geographical distribution extends into both countries. This situation casts heavy shadows and has placed enormous pressures on infrastructures and services in Jordan, especially in Mafraq and Irbid governorates. Hence, all the official institutions in these two governorates are now suffering greatly as a result of having to provide more than twice their services at doubled capacities and costs with the same meager resources, cadres and capacities.

The worst affected region was Mafraq, the most needy, most vulnerable governorate in Jordan, where the situation is more difficult and precarious with more poverty pockets and higher unemployment rates than any other governorate. Mafraq Governorate is 26,552 square kilometers in area and its population stands at approximately 300,000 people.

In the municipal services sector, the size of the problem is exacerbated and the suffering is daily multiplied to the point that municipal services, for example, are now double the services provided to the indigenous population, bearing in mind that there are more than 120,000 Syrian refugees within the boundaries of the Greater Mafraq Municipality, compared to the original population of 80,000 citizens. This means providing twice the service to twice the number of population, but with the same capacities, capabilities, machinery and staff, and under the already defeating circumstances the municipality suffers from. This also applies to some other municipalities in the Governorate, and to an uncontrollable extent.



## Fragmenting the Syrian Refugee Image in Jordan's Media and People's Discourses

**Professor Abdul Hakim Khalid Al-Husban – Department of Anthropology –  
Yarmouk University**

Continuous migrations and population displacements have played a major role in shaping the contemporary landscape of societies in the Middle East, a region that has suffered, and is still suffering from many economic, social, environmental and political factors causing the migration and displacement of populations. While migrations and displacements have constituted a component of the complex landscape of Middle Eastern societies, it can be argued that displacement and migration movements are particularly important when it comes to the composition of the Jordanian entity, which can be said, without hesitation, to have been the product of successive waves of migration and displacement. In addition to their continuous social, economic, political, geographical and cultural consequences, migrations and displacements have helped in forming the complex system of symbols, stereotypes and meanings associated with these migrations. Thus, it may be said that, in the Jordanian context, these migrations and displacements have spontaneously accumulated an enormous mass of images, symbols and meanings that are associated with migrations, migrants and displaced people.

This paper is concerned with attempting to fragment the image of Syrian refugees in the Jordanian collective imagination, formed over the last three and half years of the Syrian crisis and controlled by a complex mix of local and regional political, ideological, and media powers. In view of the transformation of the refugee issue into a political card, par excellence, which many political actors seek to employ in their political strategies, of which the media is one of the most important tools, media discourse constitutes one of the most important spaces that allow for the production and political exploitation of the image of the refugee. The paper also allows researchers to monitor, interpret and understand the components of the refugee image.



## **Social and Cultural Effects of Syrian Refugees on the Value System in the Jordanian Society — Value of Work As a Model**

**Dr. Hussein Taha Mahadeen – Associate Professor – Sociology Department – Mu'ta University**

Values, in general, are important because they guide the behavior of actors as an objective that works toward preserving the cultural pattern of the society. Values are also the determinant of desirable and forbidden behaviors. Specifically, the values of work are embodied in the moral and material returns gained by human beings as a result of their socially-accepted mental and physical performance against the backdrop of the culture prevailing in an incubating society.

The paper consists of the following sections: demographic distribution of Jordanian communities affected by Syrian refugees; what are the scientific and living indicators of the damage, as per the positive-negative duality of the Jordanian and Syrian societies and the cultural and living values prevalent in both societies; what are the structural disorders resulting from the influx of Syrian refugees into Jordan that have impacted the State Treasury and the Jordanian society as a host of the refugees; the intellectual structure and life patterns of the Jordanian family; what are the aspects of competition in the labor market; have the market mechanisms been able to treat Jordanians with justice in their own country; are we witnessing a cultural, behavioral, and consequently replacement struggle between the refugees and other components of the labor force, on the one hand, and Jordanians, who enjoyed social and cultural stability before the arrival of the refugees, on the other hand.





## Syrian Refugees in Jordan: Turning Challenges into Opportunities

### Mohammed Al Hussein – Identity Center for Human Development

This paper is divided into two sections. The first focuses on the successive world, regional and domestic crises and the slowdown in economic growth which occurred prior to the Syrian crisis thus adding to the economic burdens on the one hand, but contributing to the invigoration of some economic sectors on the other. The second section focuses on the level of integration socially and culturally between the refugees and host communities which could have been turned into opportunities.

During the past three years, since the beginning of the Syrian crisis, impacts continued while pressure increased on Jordanian resources available within the domestic economy which basically suffers from the scarcity of these resources. For example, the crisis led to an increase in some economic challenges related to employment, unemployment and the pressures on the services of the health and education sectors. The crisis also had an impact on the social composition in host communities thus imposing some changes on the Jordanian economy and society. This requires an explanation of the means of directing this change positively.

Despite the impacts and challenges which were caused by the Syrian crisis, it is necessary to pay attention to the positive impact on some sectors and on the economy as this will add some balance between the negative and positive impacts. Moreover, there are some opportunities which could be invested and could benefit the Jordanian economy in the middle and long term and thus reduce the gap caused by the negative impacts.

As for the social situation, and the social impact of the crisis, the sudden Syrian asylum involving large numbers of refugees created a difficulty for host communities in accepting such changes as result of the swift change in social composition. In addition, most studies made on this issue focused on the negative impact of the refugees without mentioning the positive ones, or the resulting cooperation between host communities and the refugees themselves to develop their own communities, as any development process supported by foreign aid, government projects or even productive business projects initiated by the people themselves works as an accelerator and stimulator for development the results of which are considered permanent even after the end of the Syrian crisis and the return of the refugees to their home.



## **The Impact of Syrian Asylum on the Health Sector in Jordan: Challenges and Proposed Policies**

**Dr. Moussa AL Ajlouni – Philadelphia University**

The deterioration of the security and humanitarian conditions in Syria resulted in a flow of Syrian refugees into Jordan who are estimated at 1.5 million persons, i.e. about 22% of Jordan's population. Therefore, Jordan in general, and the northern communities in particular, are now witnessing severe pressure on health institutions and services, particularly governmental which has become unable to meet soaring demands by Syrian refugees and local citizens, whether by the quantity or the quality of the services.

This paper is aimed at probing and analyzing the burden of Syrian refugees on the health care sector in Jordan, and at shedding light on the main challenges related to such burden. It is also aimed at proposing suitable policies and interventions to confront such challenges.

This study depended on the qualitative approach which is a descriptive and analytical study. The results of the study show that Syrian refugees have created many passive impacts and challenges for the health sector in Jordan, most important of which are: an increase in demand on health services, infra-structures and drugs, a shortage in financial resources needed for supporting urgent health services of hosting communities and refugees, an increase in the spread and potential risks of diseases among Jordanians, particularly in host communities in northern districts, and the passive consequences affecting the MDGs health goals. Some policies and interventions were proposed to confront these challenges.



## **The Effects of the Syrian Refugee Crisis on Jordanian Economic Resources**

**Dr. Yousuf Al-Shurman – Balqa Applied University**

**Dr. Fardous Al Omari – Jordan University of Science and Technology**

The Syrian refugee crisis has placed increased pressures on Jordan's economic resources at a time when the national economy is suffering from a large deficit crisis in resources.

The paper tackles the consequences of the pressures imposed on water and energy resources, public services, education, hospitals, health centers, motherhood and childhood facilities, municipal services, over-crowdedness in the cities, which have all increased pressures on infrastructures in cities and on environmental conditions.



## The Experience of Relief Institutions: Al-Kitab wal Sunnah Association As a Model

### Zayed Ibrahim Hammad – President of Al Kitab wal Sunnah Association

Ever since Syrian refugees started to pour into Ramtha from Dera'a, the Al-Kitab wal Sunnah Association, in cooperation with other benevolent societies in northern Jordan, hastened to provide relief and assistance to the refugees. Today, three years after the beginning of the Syrian refugee crisis, the Association occupies first place among other agencies providing support to Syrian refugees, thus it gives yet another example of the Muslim nation's unity, cooperation and collaboration.

The Association opened 10 offices in locations where Syrian refugees live: Irbid, Ramtha, Mafraq, Zarqa, Jerash, Ghor areas, Karak, Aqaba, Zaatari Camp and Amman.

More than 300,000 Syrian refugees are currently registered with the Association. In order to avoid duplication of services, the Association established an electronic database linked to the Association's offices to provide details that facilitate access to any group of refugees for which assistance could be provided.

Throughout this period of time, the Association has provided material, in-kind, medical, educational, and production assistance totaling more than US\$ 100 million and is currently working on meeting the needs of refugees according to availability of resources, bearing in mind that many Syrian refugees are living under difficult humanitarian conditions.

Also, the Association has established a strategic partnership with the Jordan Hashemite Charity Organization, officially designated by the Jordanian Government to provide assistance to Syrian refugees. The Association has implemented several quality projects, most importantly the caravan project, the orphans' buildings project, the orphans' monthly *kafala* project and the physiotherapy project for the injured, as well as several awareness, educational, and psychological centers and other periodical and seasonal projects.



## **The Impact of Syrian Refugees on Social Mobility in Mafraq Governorate**

**Khalid Fayyad Al-Shurafat – Faculty of Arts – Hashemite University**

This research seeks to identify the social, economic and environmental impact of the huge influx of Syrian refugees and the resulting pressures on infrastructure in the water, electricity, energy, health, education and transportation sectors, as well as the way this has impacted social mobility in Mafraq Governorate. It is known that mobility in these sectors will bring dramatic changes in the social and economic structures.

This paper addresses the subject of seeking refuge in general: definition of the term, waves of refugees pouring into Jordan, a historical overview on the subject of seeking refuge, Jordan's legal and international obligations, the status quo of Syrian refugees in Mafraq Governorate, and the government's actions during the influx of Syrian refugees. This is followed by a special chapter on Zaatari Camp, the second largest refugee camp in the world.

The main objective of the paper is to identify the effects of the large influx of Syrian refugees on Jordan in general and the creation of an overall social mobility in Mafraq Governorate leading to comprehensive and radical social change.



## **The Attitudes of Jordanians towards the Economic and Developmental Consequences of Syrian Asylum in Jordan**

**Dr. Abdel Baset Athamneh – Director – Refugees, Displaced Persons and Forced Migration Studies Center – Yarmouk University**

The study aims to identify the attitudes of Jordanians towards the economic and environmental consequences of the issue of Syrians seeking refuge in the Kingdom. It is part of a more comprehensive research project aimed at identifying the overall effects of the Syrian refugee crisis on Jordan along the social, cultural, psychological, political, security, economic, environmental and media dimensions.

The study targets the Jordanian society in Irbid, Mafraq and Ramtha, which are the three Jordanian regions most affected by the consequences of the crisis in view of their geographical proximity to the refugee-sending regions in Syria. The sample consists of 2,000 families in the three cities and their environs.

A comprehensive questionnaire was distributed to measure all the effects. The questionnaire was refereed in order to verify the truth and stability of its statements. This was reinforced by a survey of 100 families in the research population. The findings of the study, as well as any preliminary results, whenever available, will be presented at the conference.

The significance of the study stems from the suffering of Jordanian citizens as a result of the negative consequences of the immigration movement into Jordan, especially the immigration of Syrians, as represented by the rising costs of living, the crowding out by Syrian refugees of Jordanian citizens for job opportunities, and the increased pressures on infrastructures and public facilities.



## **The Political, Security and Information Attitudes of Jordanians towards Syrian Refugees in Jordan**

**Yusra Saleh Radaydeh – Assistant Director – Refugees, Displaced Persons and Forced Migration Studies Center**

This study monitors the attitudes of Jordanians towards Syrian refugees in Jordan, especially in the security, political and media fields. The survey relies on a sample of Jordanian families residing in the Irbid, Ramtha and Mafraq regions. In order to achieve the objective of the study, the researcher compiled a three-level questionnaire – political, security and the media – and verified the accuracy, truth and stability of the study tool.

This study is part of an overall research project aimed at monitoring the attitudes of Jordanians in the psychosocial, cultural, economic and environmental areas.

The significance of the study stems from the negative consequences of Syrian refugees on Jordanian citizens, especially in the security, political and media areas.



## **The Attitudes of Jordanians Towards the Psychological, Social and Environmental Consequences of Syrian Refugees in Jordan**

**Dr. Fawwaz Ayoub – Momani Department of Counselling and Educational Psychology – Faculty of Education – Yarmouk University**

The study aims to identify the attitudes of Jordanians towards the psychological, social and environmental consequences of the issue of Syrians seeking refuge in Jordan. The research population consists of 2,000 Jordanian families, while the survey sample, upon which the preliminary findings are based, consists of 100 families living in Irbid, Ramtha and Mafraq. In order to achieve the objectives of the study, the researcher constructed a study tool consisting of 15 paragraphs distributed along two dimensions, namely, the psychosocial dimension and the environmental dimension; he then verified the truth and stability of the tool.

This study comes as an integral part of a wider research project that seeks to monitor the psychological, social, cultural, political, security, economic, environmental and media attitudes of Jordanians towards Syrian refugees in the country.





## **The Role of the International Committee of the Red Cross (ICRC) in Laying Down Legal and Humanitarian Rules – Case of Syrian Refugees**

### **Shaima' Hilmi Abu Farhah – Legal Advisor to the Delegation of the ICRC – Jordan**

After more than 150 years, the ICRC has become the largest organization concerned with armed conflicts and plays an active role in conflict areas, thanks to its distinctive working methodology and the application of legal rules which provide protection to victims who are in dire need for protection and aid.

The ICRC seeks to prevent suffering through the promotion of international humanitarian laws and the integral role mandated by states and the international movement, in its capacity as “the leading agency” in cases of armed conflicts and its mandate of public guidance towards coordinating the efforts of international relief to reach victims and take the necessary steps to carry out relief operations commensurate with its basic doctrines of humanity, impartiality, neutrality, independence, voluntarism, unity and universality.

Within the context of its humanitarian role, the ICRC works on reuniting dispersed families which were fragmented by armed conflicts. The Committee works on exchanging family news, distributing relief supplies and aid, as well as providing civilians and injured and sick people with protection and aid. The ICRC enjoys an explicit mandate by the Geneva Conventions to visit venues where prisoners of war and civilians exist and to carry out necessary tasks to operate the Central Tracing Agency of the International Committee of the Red Cross.

The role of the ICRC is not confined to the humanitarian role entrusted to it to protect and help the victims of armed conflicts, as its presence in the fields of armed conflicts plays a significant role in monitoring the shortages and shortcomings of the legal rules promulgated for protection, and thus become qualified to lay down draft international conventions that develop legal provisions that suit the realities monitored by itself to alleviate the suffering of the persons harmed. The Committee also extends consultancy services to states to enable them to understand and disseminate the provisions of the international humanitarian law in order to improve the legal machine.



## Creating a Balance in Jordan Responding to the Needs of Urban Refugees

### **Sharif Hassanein – the Arab Renaissance for Democracy and Development (ARDD) – Legal Aid**

There are currently over 618,000 registered Syrian refugees in Jordan, of which 85 percent live outside of the camps in urban areas. The crisis in Syria is quickly approaching its fourth full year, and is now broadly known as the largest humanitarian crisis since World War II. According to UNHCR, since 2011 it is estimated that over 3 million Syrians have fled their homes, 99 percent of which have settled in Lebanon, Jordan, Iraq, Turkey and Egypt.

The following paper looks at the aid and humanitarian work being done by national and international actors, and examines the response and provision of services by different sectors within Jordan. This includes: the Jordanian Government, international civil society, national actors, the media, host communities and the beneficiaries themselves. Moreover, this paper discusses the sustainability of development programs that are currently in place and the importance of grassroots advocacy and the recognition of local capacities in looking towards future response. The information for this paper comes from extensive research conducted through the Arab Renaissance for Democracy and Development (ARDD) – Legal Aid’s various projects and programs that work directly with Syrian refugees and provide multiple angles from which to view the humanitarian response such as the Syrian Lawyers Initiative, Voice, Narrowing the Gender Gap and the Za’atari Civic Engagement programs.

Through capacity building among local actors, the programs put in place have the ability to outlast the traditional, short-term humanitarian relief response and transition into a more long-term sustainable development response on all levels. The crisis in Syria is becoming widely recognized as a protracted crisis that has created considerable long term humanitarian and development needs. Therefore it is imperative to look towards sustainable development as a response for urban refugees that are supported by all sectors working within the response.



## Legal Representation of Refugees

### Hadeel Abdul Aziz – Justice Center for Legal Aid

The paper seeks to highlight the importance of legal empowerment of refugees by going into the legal status of refugees in Jordan and addressing the legal problems faced by refugees in general, and Syrian refugees in particular, as well as the impact of legal representation on protecting and guaranteeing refugee rights and the efforts being exerted to protect these rights.

Jordan consistently grants asylum to large numbers of Syrian, Iraqi and other refugees. During the past two years, pressures have become more acute. Jordan is not a signatory of the 1951 Convention Relating to the Status of Refugees, yet it is one of the States that provide protection to refugees and asylum-seekers.

Syrian refugees confront, in particular, many legal problems, mainly related to verification of legal documents, e.g., identity papers, marriage certificates, administrative detention, domestic violence, employment and forced deportation. The problem is exacerbated by the meager financial resources of most of the refugees — a situation that weakens the refugees' chances of resorting to courts. Consequently, their right to litigation becomes a "burden."

On the one hand, it is vital to highlight the importance of providing legal empowerment services, as well as the positive impact of this empowerment whether on the refugees themselves or on the host country, especially on the financial side. On the other hand, the right of access to justice is a deep-rooted fundamental right endorsed by principles of human rights and International Humanitarian Law. Thus, access to justice is the duty of the State toward every resident on its territory, if it wants to achieve the principle of rule of law.



## Syrians in Radio Stations: “Syrian Hour” Program As a Case Study

### Ikhlas Khawaldeh – Un Ponte Per

The paper reviews the role of the Jordanian media and the way it handled the Syrian refugee crisis in Jordan. It introduces the radio program “Syrian Hour’ as a case study and highlights the following points:

- Access by Syrian refugees to information from reliable sources; helping refugees in taking their own decisions, and transforming the refugees into pro-active, rather than negative receivers of aid;
- Producing and broadcasting news and humanitarian information to Syrian refugee communities in Jordan;
- Conveying the voice of refugees and the affected host communities and their concerns and fears to relief organizations in order to assess their needs and raise the effectiveness of humanitarian response;
- Supporting relief organizations and service providers working in the humanitarian sector in disseminating their messages to Syrian refugees.



## **The Jordanian Media's Experience in Covering the Syrian Refugee Crisis - Testimonies from the Field**

### **Ghazi Al-Sarhan – Official Spokesman – Zaatari Camp**

The paper deals with the experience and role of the Jordanian media in covering the Syrian refugee crisis and reporting the efforts of all the parties concerned with the process of seeking refuge in Jordan, starting with the refugees' arrival at the borders between north Jordan and the southern parts of Syria, as well as the fundamentals upon which the media discourse is based and the extent of its strength, impact and prevalence. The paper monitors Arab and international reactions to the Jordanian media discourse and the extent to which the discourse is in harmony with State policies, the Jordanian society's visions and the challenges created by the repercussions of the Syrian refugee crisis. It also addresses the pressures created by the crisis on the different service sectors and structures in Jordan. The paper also reviews the influence on the media of leaderships and institutions working in shelter centers and relief services. It also seeks to draw the World's attention to the grave repercussions on Jordan in the economic, social, educational, and health areas and urges donor countries to meet their obligations toward Jordan, which already suffers from scarce resources, high indebtedness, poverty and unemployment, low GNP growth rates and security challenges.



## **Gender-Based Violence and Child Protection among Syrian Refugees in Jordan While Focusing on Early Marriage**

### **Rana Diyab and Mais Awda – The Jordanian Hashemite Fund for Human Development**

This evaluation was implemented during the period from December 2012 up to March 2013 with the aim of arriving at a more comprehensive understanding of the risks confronted by the families of Syrian refugees in Jordan, particularly women and girls, and at realizing a deeper understanding of knowledge, conduct trends and practices of urban Syrian refugees on gender-based violence against adults and children, including early marriage. The study was carried out in one of Jordan's governorates while the results depended on social data through the following three tools:

1. A questionnaire distributed among 613 refugees living outside Za'atari Camp.
2. A focused discussion group was held in all areas to obtain qualitative information on economic and social security as well as the main types related to gender-based violence and child protection in addition to information on the quality of services and means of having access to them.
3. Forty-five in depth interviews conducted with communities and service providers who were selected from various districts as they are conversant of the living conditions of the targeted group.

The report indicated the existence of high early marriage rates and a significant percentage of children are contributing to the income of their families or are the main source of the family income. The report also indicated that restrictions on the movement of women and girls curtail their participation in social and economic activities as well as their access to basic services.



## The Jordan River Foundation Experience in Providing Aid to Syrian Refugees

### Rula Al-Hiyari – Jordan River Foundation

Since its establishment in 1995, the Jordan River Foundation (JRF) has based its operations on its vision of “a Jordan where solutions are homegrown, where the opportunity to prosper is for all, and where the well-being of our children shapes our future.”

In order to deal with the situation the Kingdom is currently facing as a result of the influx of large numbers of Syrians into Jordan, the importance of JRF’s development programs and services, targeting Syrian families and children, increased dramatically, especially after being exposed to the horrors of war. Now that Syrian refugees have become part of the Jordanian society, JRF programs and the services catering to them are reflecting positively on refugees as families and individuals, and on the communities in which they are living.

JRF contributes towards achieving this goal through many projects that provide Syrian refugees with opportunities to benefit from JRF’s different services. One of the main areas that single out JRF’s work is offering protection. The most important services rendered within this area include: integrated case management services and psychosocial interventions for children and women. JRF also provides safe havens for Jordanian and Syrian families and children throughout the Kingdom and involves them in meaningful psychosocial activities. These havens also provide children with opportunities to express themselves and learn new skills.

They also create an enabling environment for Jordanian and Syrian families to mix in one place by participating in joint activities that help Syrian refugees to get involved in the society. The havens are also useful in that they help community members understand and accept others and, consequently, build positive relations between the two sides.