

Country Information Sheet for Return and Reintegration Counsellors



Armenia



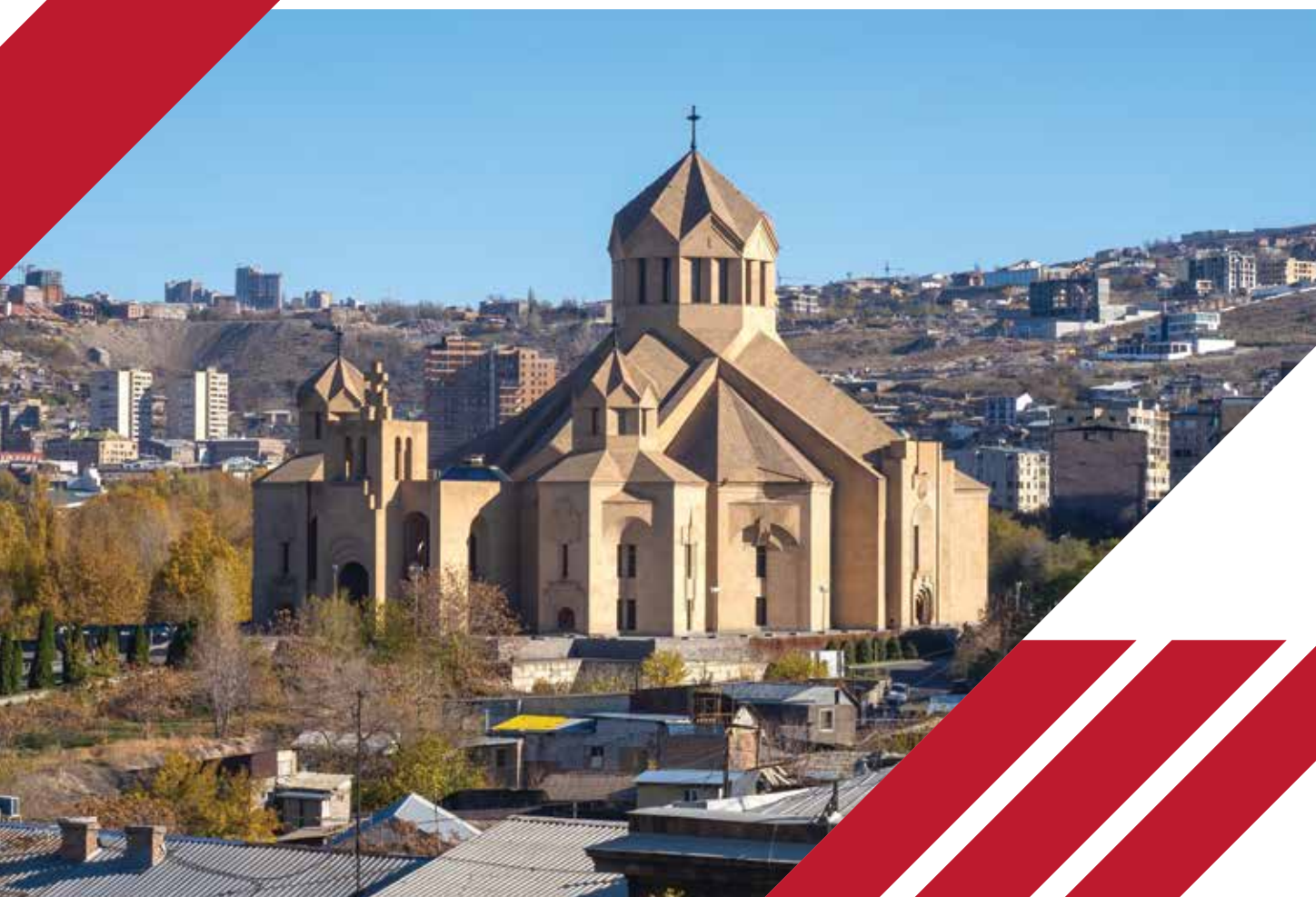


Country Information Sheet

for Return and Reintegration Counsellors



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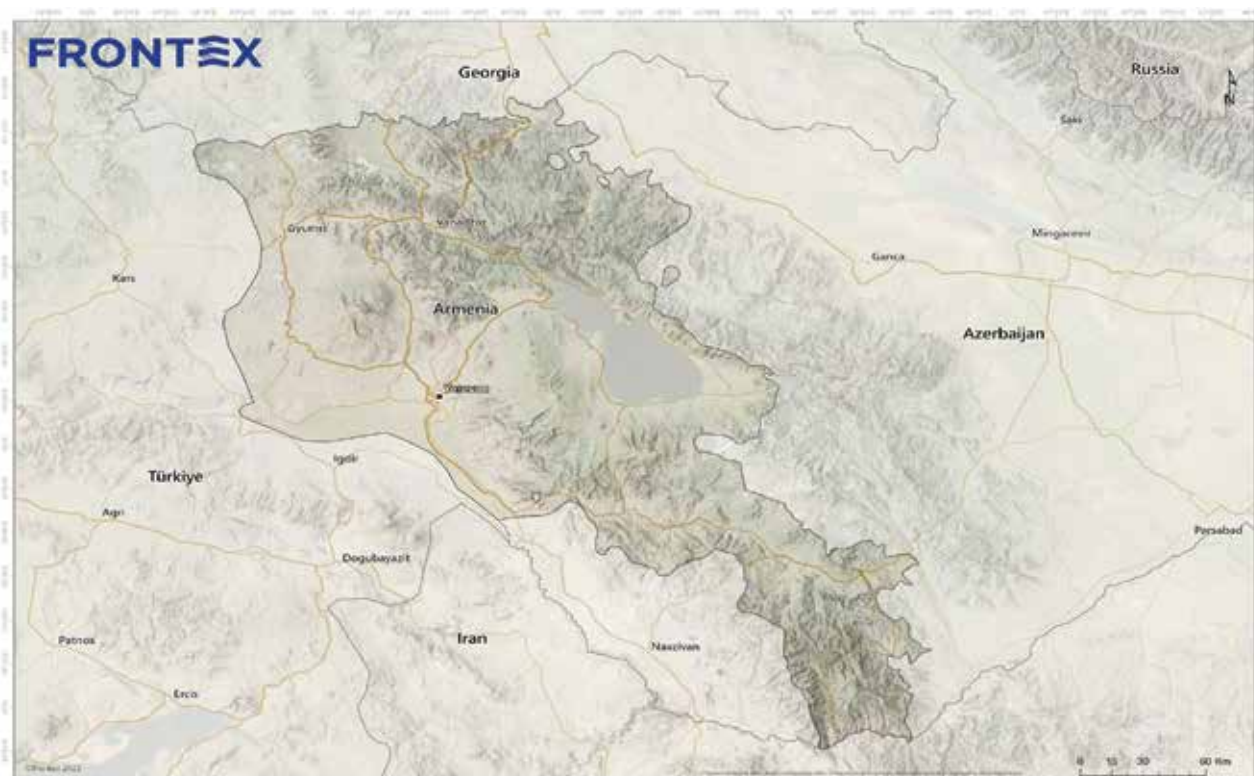
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1. General information



Population

total: 2,963,837 (2025 est.)

Ethnic groups

Armenian 98,1%, Yezidi 1,1%; less than 1%: Russian, other, Assyrian, Kurd, Ukrainian, Greek

Languages

Armenian 97,2%, Russian 1,4%, Ezidian 1,0%; less than 1%: other, unknown (2022)

Religions

Armenian Apostolic 95,2%, not stated 1,7%; less than 1%: Catholic, no religion, Evangelical, Sharfadinian, other, Armenian Orthodox, Jehovah's Witness, Pagan, Molokan

Population growth rate

-0,45% (2025 est.)

Government type

parliamentary democracy; note - constitutional changes adopted in December 2015 transformed the government to a parliamentary system

Capital

name: Yerevan

Country code

+374

2. Reintegration partner

To implement the reintegration assistance, Frontex has concluded a partnership with CARITAS International Belgium which works with Armenian Caritas BNGO in ARMENIA to ensure the delivery of high level of support.

Armenian Caritas which has 'Benevolent NGO status,' focuses its domestic efforts on social protection and care, and offers community-based development programs to improve living and educational conditions, public health for the most vulnerable social groups, and sustainable reintegration measures for returnees and humanitarian and development activities.

Since the beginning, Armenian Caritas has provided direct assistance to thousands of people in 125 communities throughout Armenia. 'To serve different vulnerable groups

with love and compassion, respecting the dignity of each individual' is the group's mission.

The vision of Armenian Caritas is to be a strong and significant player in the consolidation of social justice and social protection in the Republic of Armenia.

Along with the provision of basic needs, care and development activities for the targeted groups, Armenian Caritas concentrates its efforts on advocacy for actions and state social policy revisions, striving to ensure more sustainable change. Among other flagship projects, Armenian Caritas offers a homecare service model for older people and advocates a participatory approach in community development initiatives.



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Monday - Friday 9am-5pm
(local time)

3. Travel documents

3.1 Types, procedure and required documents

Return Certificate

The return certificate to Armenia is a one-time travel document issued to a person who needs to return to Armenia urgently, if their legal document granting the right to cross the border **is lost, stolen, expired, unsuitable for use, or has not been issued at all.**

For Armenian citizens, the legal document granting the right to cross the border is their **passport**, while for refugees or stateless persons, it is the **travel document issued by Armenia.**

The service can be accessed **physically through an online appointment**, or via **video call** if the person does not have the possibility to visit an embassy or consulate.

To obtain a return certificate, a person abroad can apply **in person** or **through an authorized representative** to the [Armenian embassy or consulate in the respective country](#) by making an appointment in advance.

Required documents

To receive a Return Certificate, the following documents must be submitted to a diplomatic mission or consular offices of Republic of Armenia:

1. [Application form](#) for receiving a Return Certificate
2. The invalid passport or identification card of the citizen (in case of lost passport- only the copy, if available)
3. In case of a former USSR passport- non-citizen certificate issued by the authorities of the host state
4. If the passport has been stolen – police report and explanation for loss of the passport (if available)
5. Two photos (35x45mm)
6. Fee for issuing the Return certificate

For children-citizens of Republic of Armenia who have never been issued a passport before, the following documents must be submitted:

1. [Application form](#) for receiving Return Certificate
2. Birth certificate issued by the Armenian authorities or by the authorities of the host state, certified according to the norms of international treaties the Republic of Armenia is a member of
3. Two photos (35x45mm)
4. Copies of parents' passports

Biometric passport

The validity period of passports issued to adults is 10 years;

Nevertheless, the passport validity of male citizens over 16 years old shall expire on the date when the passport holder turns 19, and if the passport holder has already

turned 19, the validity of the passport shall expire on the date of expiration of the permission for the deferment from mandatory military conscription or for medical re-examination issued in accordance with the Law on Military Service and the Status of Servicemen.

List of documents

The following documents must be submitted by the applicant in person:

FOR PASSPORT RENEWAL

1. Application ([download](#));
2. Four identical colour photos, 35x45 mm in size (taken in the last six months);
3. The expired passport, as well as the copies of Pages 2 through 5;
4. Military service document and copies of all its pages (for male adults subject to military service aged from 18 to 55 years old); or a document granting the deferment from mandatory military conscription.
5. Receipt of payment of the consular fee.



For more information on the procedure for obtaining Armenian passport, access [the Ministry of Foreign Affairs of the RA webpage](#).

3.2 Fees

The fee for obtaining the return certificate to Armenia is "equivalent to USD 53,30 or EUR 46,33 as of 27.03.2026 exchange rate". The payment must be made [online](#).

Free Issuance of the Return Certificate

The return certificate is issued free of charge in the following cases:

- Armenian citizens who have never obtained an Armenian passport,
- Armenian citizens who are under 16 years old or over 63 years old,
- Armenian citizens subject to expulsion from a foreign country,
- Individuals who have applied for an Armenian passport or replacement but have not received it yet,
- Armenian citizens leaving for mandatory military service, training, or national assembly participation,
- Armenian citizens from a large family (families with four or more minor children),
- Armenian citizens with disabilities of the first and second categories,
- Armenian citizens leaving or transferring based on decisions from Armenian courts or other competent authorities,
- Armenian citizens released from foreign state prisons,
- Armenian citizens deprived of their passports due to theft or other crime, natural or man-made disasters, political upheaval, or war situations, if a document proving this circumstance is submitted or if the case is publicly known,
- Armenian citizens whose country of permanent residence has been affected by an emergency situation threatening the life or health of citizens.

For passport issuance, the fee is USD 166 and can be paid [online](#).

4. Transport

Airports

- Zvartnots International Airport (EVN)

Travelling to and from the airports:

You can buy tickets and passes:

- Online at [Transport.Yerevan.am](https://transport.yerevan.am)

- Shirak International Airport (LWN)

- From Telcell ticket machines located across Yerevan (pay by cash or card to get a QR code paper ticket)
- Using the Telcell mobile app — Armenian residency credentials required

Public transportation

Armenia's public transport system is a mix of traditional and modern options, catering to both locals and tourists. The Yerevan Metro is the primary rapid transit system, offering a single line with ten stations and a fare of around AMD 100 for a single ride. The metro operates from 6:30 AM to 11 PM, with trains running approximately every 5 minutes during peak hours.

The marshrutka is a common and affordable way to travel, with fares varying from AMD 200 to AMD 7000 depending on the distance.

Public buses are also available, with modern, air-conditioned buses and some older models. The bus network covers extensive routes within cities and connects Yerevan to other towns and regions.

In 2025, Armenia introduced a unified electronic ticketing system for all public transport in Yerevan, eliminating cash payments and providing seamless connectivity across all transport modes. The new tariff plans range from AJMD 280-300 for 90-minute packages, with free transport for children under 7 and disabled persons.

Overall, Armenia's public transport system is well-organized, efficient, and ensures smooth travel from point A to point B without the need for transfers.

To see timetables, transfer points, journey times and the exact locations of stops and stations, you can access Armenia's first bus-and-train journey planner — a simple [web app](#) for Yerevan and national services.

5. Emergency contacts

- Fire Service - 101
- Police - 102
- Ambulance - 103
- Traffic police - 177
- Emergency situations - 911 or 112



6. Health-care

6.1 Overview

Armenia is working towards universal health coverage by expanding the basic benefits package (BBP) and by increasing public spending on health, improving quality of care and enhancing primary care.

The BBP covers the whole population for primary care. While inpatient care and outpatient medicine coverage have expanded since 2019, they remain limited. A significant proportion of the population continues to rely primarily on out-of-pocket (OOP) payments which compromises financial protection and access, especially for low-income groups.

Armenia faces a shortage of health workers, particularly nurses. Much of the health workforce is concentrated in the capital, Yerevan, but the Ministry of Health (MoH) is trying to address regional staff shortages.

The government is expanding the use of innovative technologies to increase access and accountability and empower patients.

Routine childhood vaccination rates remain high, and infant and maternal mortality rates have been declining.

6.2 Health insurance

The **Law “On Universal Health Insurance”** came into force on 25 December 2025. The legislation introduces a universal health insurance system aimed at providing equal access to high-quality healthcare services, medicines, and medical supplies, while improving the affordability of essential health services.

The reform seeks to enhance the overall quality of healthcare delivery, improve key public health indicators (including morbidity, mortality, and life expectancy), and promote social solidarity through a more sustainable and inclusive healthcare financing model.

The universal health insurance system will be implemented gradually over three phases, with the objective that all citizens who are residents, as well as certain groups of foreign nationals holding a relevant residence status are covered by an insurance package by 2029.

Additional information: [EY Armenia Law Alert: Implementation of the Universal Health Insurance System | EY - Global](#)

7. Education

Education in Armenia is heavily focused on theoretical knowledge, crowding out the development of practical skills that meet the evolving demands of the labour market.

Although enrolment in higher educational institutions meets high demand, Vocational Education and Training (VET) institutions often struggle to deliver graduates who are competitive in today's economy.

Despite efforts toward modernization, the overall quality of education in Armenia remains uneven. While tertiary education is widely pursued, especially among women, there are significant concerns about educational outcomes and the real-world applicability of qualifications.

Armenia spends only 2.8% of its GDP on education—well below the EU-28 average of 4.7%—which limits the potential for systemic improvements.

Moreover, VET programs, which are essential for skills-based training, often face negative perceptions. VET graduates are less likely to obtain high-skilled jobs and earn, on average, 27% less than their peers with university degrees. This wage disparity disincentivizes students from choosing vocational paths, even when labour market demand favours such qualifications.

Regional inequalities further complicate the picture. While educational resources are concentrated in and other urban areas, rural schools often lack quality and skilled personnel, leaving their students at a disadvantage.

Although educational attainment is relatively high, only 60.5% of those with tertiary education and 50.1% of vocational education graduates are employed. Furthermore, around 44.5% of all employment remains unregistered, predominantly in rural areas, which limits opportunities for skills development and productivity enhancement.¹

7.1 Overview

Education in Armenia is free and compulsory for all students in public schools from grades 1 to 12, including high school, while preschool is optional.

The system has high enrollment and near-universal literacy, showing strong access to education. Armenia

is investing heavily in reforms such as modern curricula, digital learning, and improved school infrastructure, aiming to shift from a traditional, theory-based system to a more practical and skills-focused one.

7.2 Education system structure

Education in Armenia is divided into three levels:

- Primary school
- Basic/Middle school
- High school

Primary School

- Grades: 1-4
- Ages: 6-10
- Duration: 4 years

Basic/Middle School

- Grades: 5-9
- Ages: 10-15
- Duration: 5 years

Upon successful completion of the basic school, students get the certificate of completion of basic education. With this certificate, they can enrol in high school studies and can also enter technical secondary institutions or specialized secondary institutions.

¹ [Reforming Armenia's Education System: Challenges and Opportunities for Growth – The Highlander](#)

High School prepare students for higher education or future careers. This level of education provides skills and knowledge in a specific field.

- Grades: 10-12
- Ages: 16-18
- Duration: 3 years

Upon completion of high school studies, students receive a certificate with which they can enrol in higher education in Armenia.

Vocational Secondary Education | provides specialized and professional education in a particular field. The duration of this educational level is 6 months to 3 years.

- Age: 16 and above.²

7.3 Enrolment procedure to public education

How to apply?

To enrol a child in a public school in Armenia, follow these steps:

1. Enter your personal details

- visit stugum.emis.am (use the browser's translation tool to view the English version).
- Enter the required details to verify your personal information.

Use the available [guide](#) to help complete the process (use the browser's translation tool to view the English version of the guide).

2. Submit the application

- Visit hayt.emis.am
- Select your region and administrative district.
- Click "View schools."
- Choose a school and click "Add Application."
- Enter the child's and parent's details, then click "Apply."

- **Specific dates are set each year** for verifying the data and then registering the child online for school. The Ministry of Education, Science, Culture, and Sports announces these dates in advance.

Who can apply?

Parents or guardians of the child, whether Armenian or foreign citizens, can apply to enrol their child in a state public school if the child turns 6 by 31 December of a given year.

Children under 6 cannot be admitted to public schools.

Note:

Some children may be given priority if they:

- Have a sibling already studying at the school.
- Are from a vulnerable family living nearby, are under guardianship, have disabilities, or have parents with disabilities (send your application and

supporting documents from the Unified Social Service to secretariat@escs.am).

- Are children of government employees relocated within Armenia for at least 6 months.
- Have a parent working at the school.

² [Education System in Armenia – STEM Armenia](#)

Admission rules

- Public schools cannot test a child's knowledge as part of the admission process.
- Children with special educational needs are admitted on the same basis as other children.

Confirmation procedure

You will receive confirmation of your child's admission **by email and phone within 10 working days**.³

8. Economy

Based on early 2026 reports from the IMF, World Bank, and Eurasian Development Bank (EDB), Armenia's economy is experiencing a "normalization" of growth following the rapid, migration-driven expansion of 2022-2024.

Despite this slowdown, the economic outlook remains resilient with growth expected to exceed 5% in 2026, driven by high-potential sectors like construction, IT, and mining.

The highest growth rate was recorded in industry – 31,7%, driven by accelerated growth in the mining and manufacturing industries (primarily non-ferrous metals production) by 36,5% and 36,2%, respectively. Construction also continued to demonstrate double-digit growth, reaching 17,2%.

The services sector (excluding trade) expanded by 11,2%. Wholesale and retail trade continued to grow moderately at 1,5%.

According to the Central Bank of Armenia, inflation accelerated at the beginning of 2026. At the end of January, the twelve-month inflation rate stood at 3,8%, increasing from 3,3% in December 2025.

The primary driver of this growth was food prices, which rose by 5,9% year-on-year. Core inflation reached 4,3%, indicating steady domestic inflationary pressure rather than merely seasonal fluctuations.

Socio-economic indicators:

- Unemployment rate: 12,3%
- Labour force participation rate: 59%
- Youth unemployment rate: 26%
- GDP growth in 2025: 4,8 %
- Inflation rate: forecast of 2,6-3,8% for 2026
- Minimum wage: As of January 1, 2023, the most current monthly [minimum wage in Armenia](#) is **AMD 75,000**. This equates to **USD 188.09 per month**. According to the Minister of Finance and other government officials, the plan is to raise the monthly minimum wage to **AMD 85,000** by the year 2026.
- Currency: Armenian Dram (AMD)

³ [Enroll your child in school - National Services Gateway](#)

9. Labour market

9.1 Overview

Armenia's workforce is characterized by a relatively young and highly educated population, with a median age of approximately 35 years and a significant portion of the population holding at least upper secondary education. This demographic advantage positions the country to meet the growing demand for skilled professionals, particularly in high-growth sectors such as Information and Communication Technology (ICT), finance, and specialized service industries.

The ICT sector, for instance, has become a central driver of employment and economic development, with consistent annual growth and increasing global recognition as a regional hub for innovation. Simultaneously, traditional sectors, including manufacturing, tourism, and agriculture, continue to provide essential employment opportunities but face persistent challenges in attracting talent due to lower wages and limited career advancement prospects.

One of the defining characteristics of the Armenian labour market is its dual nature, where demand for

high-skilled professionals coexists with shortages of low-skilled labour. This underscores a critical skills mismatch, particularly among mid-career professionals whose existing capabilities often do not align with the requirements of emerging industries.

The labour market is further influenced by structural challenges such as gender disparities, regional imbalances, and declining workforce participation rates.

Despite high educational attainment among women, labour force participation remains below optimal levels, and a persistent pay gap limits economic inclusivity.

The government's Strategic Employment Programme 2025–2031 and reforms in vocational education and training are designed to address these challenges, promoting inclusive growth and aligning workforce skills with market needs.

Labour market indicators

- The composition of the unemployed population reveals a pronounced skills mismatch:
 - Older, mid-career professionals constitute a significant share of this group.
 - As of June 2025, 36,654 people were officially registered as unemployed.
 - Age distribution of jobseekers:
 - ▶ 35–44 years: 12,244
 - ▶ 45–54 years: 8,079
 - ▶ 55+ years: 6,110
- According to the World Bank, the Labour force participation rate for Armenia's population aged 15 and older stood at 61,64% in 2024, a slight decline from previous years.
- The Armenian government has introduced the Strategic Employment Programme 2025–2031, targeting increased labour force engagement, with a particular focus on:
 - Women, whose participation has historically been lower than of men
 - Youth, aiming to integrate younger cohorts into productive employment.⁴

Unemployment safeguards

Severance pay is the only safeguard against unemployment: In 2015, unemployment benefits were discontinued and replaced by employment-promotion measures, including cash assistance to persons who are uncompetitive in the

labour market. Under the labour code (2004), employers are required to provide severance pay to dismissed employees.⁵

⁴ [The Armenian Labor Market in 2025: A Comprehensive Report on the State of Hiring and Recruitment](#)

⁵ [Armenia.pdf](#)

Severance Pay

The amount of severance pay depends on the reason for the termination and duration of employment. The employee gets paid one month's salary in the following cases:

- There were employee layoffs.
- The employees' previous employer rehired them.
- The company was liquidated.



Armenia Social Contributions Policies as of 1 January 2024: [Armenia.pdf](#)

Recruitment agencies:

Recruitment practices in Armenia have undergone significant transformation, with digital platforms, online job portals, and specialised recruitment agencies becoming integral to talent acquisition strategies.

Platforms such as **Staff.am** have revolutionized the hiring process by providing tools for real-time market

intelligence, salary benchmarking, and candidate engagement.

The adoption of data-driven recruitment strategies, coupled with strategic partnerships with universities and vocational institutions, enables employers to build sustainable talent pipelines and address the evolving demands of the labour market.



One important government organization whose main goal is to assist Armenian citizens in finding work is the State Employment Agency of Armenia (SEA)- [Work.am](#)

[Job in Armenia | MyJob.am](#)

Worknet.am - Job Announcements

<https://www.worknet.am/en/jobs?utm>

Find Jobs in Armenia | Armenian Job Portal for Careers & Vacancies

<https://hrdrone.am/en/?utm>

JobSpider.am search for jobs in Armenia

<https://jobspider.am/en/?utm>

How to Find a Job in Armenia - Repat Armenia

<https://www.repatarmenia.org/repatriate/practical-information/employment/how-to-find-a-job-in-armenia>

10. Housing

The average monthly rent for a one-bedroom apartment in Yerevan, the capital city of Armenia, is around \$300-\$350. In contrast, the average rent for a similar apartment in a rural area may be closer to \$200-\$250. Similarly, the average rent for a three-bedroom apartment in Yerevan is around \$750-\$800, while it may be around \$500-\$600 in rural areas.

However, rental prices can vary greatly depending on the location within each category. For example, rental prices may be higher in certain upscale neighbourhoods of Yerevan compared to some rural areas with lower demand.

New housing construction in Armenia's border rural settlements has brought vitality and hope to several regions in the country including Tavush, Gegharkunik, Vayots Dzor, Ararat and Syunik.

Launched in 2022, a [state programme](#) allocates AMD 16 million per home to support housing development in border areas. Initially set to end in 2024 with 2,000 homes built, the program's high demand led to an expansion allowing for 400 additional houses. The State Support

Programme for Affordable Homes provides financial assistance to low-income families and individuals to help them buy or renovate a home. The programme offers grant subsidies and low-interest loans for eligible individuals. In addition, the government also provides tax incentives and facilitates the development of affordable housing projects through partnerships with private developers.

From the start, the requirements were kept minimal. Eligible applicants must have land or a partially constructed building in one of the 80 villages throughout Armenia that receive state assistance under [a 2014 government decision](#).

Recipients must either choose from the 40 designs offered by the state or have their own approved plan, along with a construction license. To qualify, applicants must be married, with at least one spouse holding Armenian citizenship, and must have no outstanding financial obligations to the state, such as unpaid fines, taxes, or overdue loans. The program does not impose restrictions based on age, number of children, or local registration status.⁶



Guide to access the State Program: [How to Get Housing Through the State Program for Families in Border Villages of Armenia? Conditions, Benefits, and Hidden Pitfalls](#)

Real-estate agencies/ websites:

www.list.am
www.estate.am
www.real-estate.am
www.banali.am
www.redgroup.am
www.realtors.am
www.tunmun.am
www.bars.am
www.alex-r.am
www.goldenhouse.am
www.proinfo.am
www.vivarealty.am
www.elate.am
www.safehouse.am
www.hayrealty.com
www.sreal.am
www.senyak.am
www.calibri.am

⁶ [The Housing Program Helping to Revitalize Armenia's Border Settlements - EVN Report](#)

11. Security situation

According to the 2025 Global Peace Index (GPI) published by the Institute for Economics and Peace, Armenia is ranked 58th place out of 163 in the world, placing it among nations with a “high” level of peace.

Due to potential changes in the security situation, it is strongly recommended to regularly consult updated sources such as [USDOS advisories](#) and [UK FCDO travel advice](#). Additionally, it is advised to verify current information directly with other Ministry of Foreign Affairs or embassy websites.

12. List of official representations in Europe



[List of Armenia Embassies and Consulates in Europe](#)

13. Operational aspects

Armenian Caritas consists of one head office (Gyumri - Shirak province) and 6 suboffices, including one in Yerevan - focused on migration-related projects and those related to return and reintegration.

- The Gyumri office has an oversight and financial verification role, all the original copies of documents are transported there for review and validation.

Psychosocial support – at the moment Local Reintegration Partner does not offer specialised services in terms of psychosocial support, mostly due to lack of interest among the returnees.



Armenian Caritas puts a strong emphasis on economic reintegration and the development and implementation of the reintegration plan. During this time economic counsellors remain in contact with the returnees via phone or communication applications.

- Around 40% of reintegration plans involve an income generating activity, the most popular businesses are cattle breeding and taxi services depending on the returnee's place of residence. Armenian Caritas staff stated that most businesses are successful and provide just enough income to support the returnee and their family.
- Another 40% of reintegration plans include household equipment or renovations that increase the standard of living of the returnee and their family.

European Reintegration Programme beneficiaries can also benefit from other programmes implemented by Caritas if they meet the eligibility requirements. This process fully respects the data protection agreement with Frontex, no

personal data is transferred from the EURP to the other activities conducted by Caritas Armenia.

Armenian Caritas has several agreements with medical clinics, elderly care service providers and national authorities for referrals to their services. Referrals to the Local Ownership Armenia (LOSRA) project are also possible to receive complementary reintegration services to returnees via the ICMPD Armenia office.

Although Armenian Caritas does not provide dedicated in-house services, they offer referral services to support vulnerable groups, by ensuring that their specific needs are addressed. As a part of the initial assessment, LRP uses the contact details available in RIAT to communicate directly with returnees prior to their departure.

This approach allows for a proper evaluation of their vulnerability, focusing on medical and social indicators to determine the necessary support and to inform specialised entities as needed.

Medical and psychosocial services – Vulnerable returnees with health issues are referred to health sector partners.

LRP cooperates with both the main healthcare providers in the capital and local clinics in the regions. Additionally, the elderly care programme facilitates home visits by social nurses who distribute medications, cleaning products and other essentials. If the situation requires, the Ministry of Social Security is notified to find a suitable placement in an elderly care facility. Although the stress centre at the capital hospital is prepared to offer support if needed, there has been no observed interest to date.

Armenian Caritas liaises with hospitals and clinics to fully take care of administrative and financial obligations after the medical care is finalised. This way the beneficiaries are not burdened with the medical bills after their treatments.

Partnerships and networks - LRP is well integrated into local structures maintaining a longstanding relationship with governmental entities and using services at the regional level through its offices to support returnees with specific needs.

Armenian Caritas Yerevan office provides social service assistance by referring returnees to specialised services available in other regional Armenian Caritas offices, particularly in their headquarter in Gyumri.

While referrals to Armenian Caritas projects are free of charge, costs associated with services outside these referrals are deducted from the allocated amount, which may discourage returnees from making use of them.

Additionally, some returnees referred by LRP have received complementary assistance thanks to the LOSRA project. The quarterly Forum of Organizations Dealing with Reintegration Issues of Returnees to Armenia remains a helpful network in discussing cases and making decisions on referral to the LOSRA project.

Furthermore, Armenian Caritas is actively engaged in various forums and networks focused on issues related

to the elderly and human trafficking. The LRP also proactively refers eligible returnees to the government programme.

Children and families - upon notification, the Ministry of Education facilitates the enrolment of children into schools upon their arrival. To ease the transition, children are permitted to attend a grade lower than their age level.

Although there have been no specific cases thus far, a programme designed to support children unfamiliar with the schooling system in Armenia is available, although it requires payment.

Referral

Over the years, Armenian Caritas has been able to establish a strong local network with government and non-governmental entities, including ongoing cooperation with academia (about 60 projects between universities and Armenian Caritas in various areas). These networks allow the organisation to provide needed assistance, especially in areas not available in-house from the Yerevan office and while increasing educational and economic opportunities, very often beyond the reintegration assistance provided by EURP.

First and final appointment with the returnees takes place at the Yerevan office or at the returnee's home if they are unable to travel. During the development and implementation of the reintegration plan Caritas staff are available to beneficiaries on the phone and via online communicators.

14. Cultural tips



A handshake is the most common form of greeting in Armenia. It is customary to maintain eye contact while greeting someone as a sign of respect. Addressing someone by their first name is considered too informal, so it is best to use their title and last name.



Armenians value punctuality, so it is important to arrive on time for appointments and meetings. Being late is considered disrespectful.



In Armenian culture, family is paramount, and elders hold a special place of honour. When speaking about family or addressing someone's relatives, show respect by acknowledging their status. For example, always greet elders first and avoid interrupting them during conversations.



Jumping straight to informal pronouns and slang without establishing rapport can be perceived as rude or disrespectful. Always start with formal speech unless invited otherwise.



Armenians are open and expressive, and this shows in how they use body language and personal space. People often stand fairly close when talking and usually keep direct eye contact. For someone from a culture with more distance, this may feel a bit intense, but in Armenia it shows honesty and real interest.



Avoid pointing with your index finger; it can be considered rude. Instead, use an open hand.





FRONT_{EX}



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