

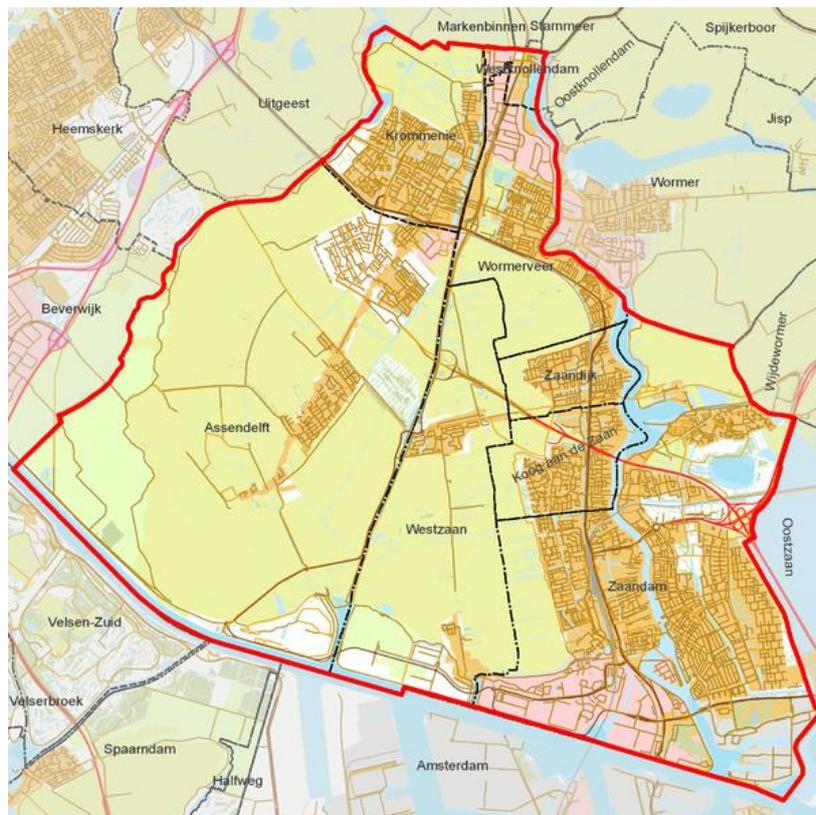
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General information about Zaanstad and the Netherlands

Zaanstad is a municipality in the Dutch province of Noord-Holland. On 31 January 2022 the municipality of Zaanstad had 157,215 residents (source: Statistics Netherlands (CBS) Residents often refer to themselves as 'Zaankanters'.

The municipality was created in 1974 following the merger of the municipalities of Assendelft, Krommenie, Wormerveer, Westzaan, Zaanwijk, Koog aan de Zaan and Zaanstad. The municipality is part of the Amsterdam Metropolitan Region and falls under the Zaanstreek - Waterland Safety Region.



Official public holidays in the Netherlands in 2023

New Year's Day:	1 January 2023
Good Friday:	7 April 2023
Easter:	9 and 10 April 2023
King's Day:	27 April 2023
Liberation Day:	5 May 2023
Ascension Day:	18 May 2023
Pentecost:	28 and 29 May 2023
Christmas:	25 and 26 December 2023

You can find an overview of the school holidays on the website www.rijksoverheid.nl/onderwerpen/schoolvakanties. NB: Zaanstad falls under the North educational region.

Civil defence siren

Every first Monday of the month the government tests the civil defence sirens at 12:00 p.m., with the siren lasting approximately 1.5 minutes. The siren is not a signal that anything is wrong and you do not have to do anything. If, at any other time, you were to hear the sirens sounding several times in a row, this would be an indication of an emergency. In that case you must go indoors immediately and close all your windows and doors. Please also refer to the [brochure](#) included in this information folder.

Free clothing, toys and other articles

Please visit the give-away shop (the former Miss Etam store) in the Rozenhof in Zaandam to obtain free clothing, toys and other articles. The store is located in the covered shopping centre at the centre of Zaandam. The store is open on Tuesday, Wednesday and Thursday from 12.00-16.00. You do not need to make an appointment. The store is closed on public holidays.

Address: Rozengracht 6-8 (Rozenhof), 1506 SC Zaandam

Did you know that...?

- In the Netherlands we have good quality tap water. It is clean and safe to drink.
- RefugeeHelp provides detailed, national information on all kinds of themes ranging from healthcare to work, income and education. The information is available in English, Ukrainian and Russian. For more information please visit www.refugeehelp.nl.
- You can find more information about Dutch culture and society at www.refugeehelp.nl and www.npokennis.nl/program/13/net-in-nederland.
- The public library is a place where people can find information, can read and learn, and find out about art and culture. The library also provides free courses, including language courses. You can find addresses, opening times and information at <https://debieb.nl>.
- All kinds of events are organised in Zaanstad. You can find the events and the calendar at <https://agenda-zaanstreek.nl>.
- If you have any legal questions, you can contact the legal help desk by attending the walk-in consultation session, by telephone (0900-8020 €010 p/min) or by e-mail. You can find more information on the website: www.juridischloket.nl.
- If you have taken your pet with you from Ukraine, you can find more information about looking after your pet and other matters that you have to arrange on the website: <https://www.hulpvoordierenuitoekraine.nl>. You can also telephone +31 (0)88 8113333 or send an e-mail to info@hulpvoordierenuitoekraine.nl.

Social Media

Several Telegram app groups have been set up for Ukrainians staying in the Zaanstreek. If you are staying at a municipal reception centre, it is best to request the details from the centre manager.

If you are staying with a host family, you can consult the [brochure](#) in this information folder. NB: This Telegram app group is only intended for people who are staying with a host family.

You may also find the following two Facebook pages useful:

1. 'Ukrainians in the Netherlands' organisation: @OekrainersInNederland
2. A group page: Emergency care for refugees in Zaanstad [Noodopvang Vluchtelingen Zaanstad]

Important information per issue

Registering in the Personal Records Database [BasisregistratiePersonen] (BRP) of the municipality of Zaanstad

A record of your personal data is kept in the municipality's Personal Records Database (BRP). You can register with the BRP in your local municipality. Once you have registered with the BRP, you will receive a Citizen Service Number [Burgerservicenummer] (BSN), which you need if you are going to start work or apply for the living allowance.

You can make an appointment to register with the municipal civil affairs department [Burgerzaken] of the municipality of Zaanstad. To do so you can call 14075 or +31 (0)75 6816969 if you are calling from abroad. In some instances you will be able to make an appointment online via: www.zaanstad.nl.

You can find more information at www.refugeehelp.nl.

Moving house

If you are moving house within the Netherlands, you must deregister from your old address. You can do this by registering with the (new) municipality you are moving to. If you are moving abroad, you can deregister when you fill in the emigration declaration for the municipality you are currently registered with. You should do this at least 5 days before your departure.

Transferring from a host family to the municipal reception centre

If you want to move from a host family to the municipal reception centre, you can submit a transfer request by telephoning the municipality of Zaanstad on 14075, or +31 (0)75 6816969 if you are calling from abroad.

Proof of residency in the Netherlands

The Immigration and Naturalisation Service [Immigratie- en Naturalisatiedienst] (IND) issues legal documents to Ukrainian refugees who are registered in the BRP and who fall under the temporary protection regulation to prove that they are allowed to live and work in the Netherlands.

This does not apply to third-country nationals. From 4 March 2023 onwards they will no longer be covered by the Temporary Protection Directive.

If you would like to receive proof of residency, you can make an appointment online to be issued with one in your local region. In your case this is the Amsterdam region. Please consult the IND's appointments planner.

Please visit the website: <https://portaal.refugeepass.nl>. Everyone will be given an opportunity to make an appointment.

NB: In order to avoid pressure on the system due to people coming to the same location from several different regions, we recommend that you do not travel to other regions, but make an appointment in your own region of Amsterdam.

Validity of the proof of residency

The sticker or card is valid for 1 year, from 4 March 2022 until 4 March 2023. Your sticker or card is only valid in the Netherlands. The term of the Temporary Protection Directive has been extended until 4 March 2024. You do not need to take any action in order to extend your proof of residency. You will not be issued with a new sticker or card. By no later than 25 February you will receive a letter in which the Immigration and Naturalisation Service [Immigratie- en Naturalisatie Dienst] (IND) explains how you can extend the term of your sticker or card. If you have not received a letter by 25 February and are still covered by the directive, you should telephone the IND.

You can find more information at www.refugeehelp.nl and [at www.ind.nl/ukraine](http://www.ind.nl/ukraine).

The living allowance in the Netherlands

Refugees from Ukraine are entitled to financial support every month. This is referred to as the living allowance. This amount is for clothing and other personal expenditure. To receive the living allowance refugees must be registered in the Personal Records Database (BRP) of the municipality of Zaanstad and have a Citizen Service Number (BSN).

On 1 February 2023 the amount of the living allowance for food, clothing and the extra allowance for refugees staying with a host family is going to change.

From this date onwards the amounts will depend on, among other things, the size of the family and the amount of income from paid work of all family members. The living allowance is changing to make it fairer compared to other groups in the Netherlands. Asylum seekers, residence permit holders and Dutch citizens who receive social security benefit need financial help from the government as well. The rules that apply to them are now also going to apply to Ukrainian refugees. The new amounts have been determined on the basis of the regulations that apply to them and the amount recommended by the National Institute for Family Finance Information [Nationaal Instituut voor Budgetvoorlichting] (Nibud) for gas, water and electricity for one extra person staying with a host family.

The most important changes as of 1 February 2023 are as follows:

- The amount for food (previously €205.00 per person) is to be made dependent on the size of your family. The more people in your family, the lower the amount per person will be.
- If you live in a municipal reception centre, you will not receive any money for food.
- The amount for clothing and personal expenditure (previously €55.00 per person) is to be increased to €56.12 per person per month.
- If you are staying in private accommodation, for example with a host family, you will receive an extra allowance for living costs (previously €215.00 per adult and €55.00 per child) of €93.00 per person per month.
- From 1 February onwards the rules relating to work and the living allowance are also going to change. From then on the whole family's living allowance will be stopped if someone aged 18 or older starts working. The same will also apply if someone aged 18 or older starts receiving a benefit from the Dutch government, for example unemployment benefit or an incapacity benefit.

The applicable amounts from 1 February 2023 onwards are:

Size of the family	Adult or underage child	Food money	Clothing money	Extra allowance for people staying in private accommodation
1 or 2 people	Adult or single underage refugee	€ 215,06	€ 56,12	€ 93,00
1 or 2 people	Underage child	€ 178,46	€ 56,12	€ 93,00
3 people	Adult	€ 171,99	€ 56,12	€ 93,00
3 people	Underage child	€142,57	€56,12	€ 93,00
4 or more people	Adult	€ 150,45	€ 56,12	€ 93,00
4 or more people	Underage child	€ 124,97	€ 56,12	€ 93,00

Applying for the living allowance

Refugees who are registered in the BRP can apply for the living allowance at the weekly walk-in consultation session on Wednesday mornings from 9.00 to 12.00 in the Zaanstad town hall at Stadhuisplein 100, Zaandam. There is no need to make an appointment and you can simply report to reception. Please bring the following with you:

- Your identity document or your passport and, if applicable, those of your partner and child(ren). You should also bring your partner and child(ren) with you.
- If you have opened a Dutch bank account, please bring your bank card with you.
- Children aged 18 and older must apply for the living allowance themselves.

Refugees who are not yet registered in the BRP can arrange this by scheduling an appointment with the civil affairs department [Burgerzaken] of the municipality of Zaanstad, or they can telephone 14 075.

Payment of the living allowance

The living allowance is paid out to a Dutch bank account on the first of the month.

It is important to report changes

- **Bank account**
If you have opened a bank account, please e-mail a photo of your bank card to digitaal@zaanstad.nl, stating your Citizen Service Number (BSN). We will then be able to transfer your living allowance to you.
- **Relocating**
If you change your address, you must inform the municipality of Zaanstad. This can also be done by sending an e-mail to digitaal@zaanstad.nl.
- **Travel**
If you go travelling outside the municipality, you must report this by sending an e-mail to digitaal@zaanstad.nl. We will then temporarily stop your living allowance until you inform the municipality of Zaanstad that you have returned.
- **Report paid work to the municipality**
If refugees from Ukraine start doing paid work, they are no longer entitled to the living allowance. This rule will apply to all family members from 1 February 2023 onwards. If you have a job, you are obliged to report this to the municipality of Zaanstad. You can do so by sending an e-mail to digitaal@zaanstad.nl.

Weekly walk-in consultation session for questions about the living allowance

Every Wednesday morning from 9.00 to 12.00 a walk-in consultation session is held at the town hall so that you can get answers to any questions you may have about the living allowance. A Ukrainian interpreter is present. There is no need to make an appointment and you can simply report to the reception desk in the Zaanstad town hall (Stadhuisplein 100).

You can also find more information at www.refugeehelp.nl. You can find more information about the living allowance on the website of the Central Government.

Medical care and support

The healthcare system in the Netherlands is different to the one in Ukraine. If you would like to find out how the healthcare system works in the Netherlands, please watch the 5 short YouTube videos about GP care, dental care and more. These videos are available as a handy play list with a Ukrainian voice-over. The videos can be watched with Ukrainian subtitles via www.youtube.com/user/Rijnmondveilig.

Reimbursement of healthcare costs

In the Netherlands you will receive any essential medical care you need. The related costs will be reimbursed via the Ukrainian Refugee Medical Care Scheme [Regeling Medische zorg voor Ontheemden uit Oekraïne] (RMO).

The RMO covers all basic healthcare, but it can also be extended to cover:

- Dental care in the event of acute pain up to an amount of 250 euros.
- Glasses and hearing aids (with permission via the RMO).
- Specific medicines.
- Contraception.
- Abortion-related care.

You can find out which types of care are reimbursed via the basic package at www.rijksoverheid.nl/onderwerpen/zorgverzekering.

GP care

In the Netherlands it is, in many cases, usual to consult your GP first in the event of (painful) symptoms and questions about your health. The ambulance service and hospital care are intended for emergency situations. In emergencies you should call 112.

GP care is provided via the (digital) GP practice called 'Arene' via the website: www.arene.nl or via the (free) app. The care is available Monday to Friday from 08.00 to 17.00. If necessary, Arene will arrange for care to be provided by a local GP. Please also refer to the [brochure](#) included in this information folder.

If the problem is acute or medical, you can call Arene directly via +31 (0)88 2066866.

NB: Various healthcare consultations are organised at the municipal reception centre. The arrangements may vary per centre. For more information about the types of consultations and the times, please consult the information provided at the centre itself. We sometimes also share the information in the digital newsletter.

Out-of-hours GP service

You can call the out-of-hours GP service for urgent problems which really cannot wait until the next day. The telephone number of the out-of-hours GP service is +31 (0)75 6533000. You can only attend by appointment. The opening times are Monday to Friday from 17.00 to 08.00 the following day. The out-of-hours GP service is open all day at the weekends (Saturday and Sunday) and on national holidays.

You can find more information and informative videos at www.huisartsenposten.nl.

NB: You should only call the out-of-hours GP service outside your GP's working hours and in acute medical emergencies.

Emergency care

In the event of an emergency, or if you need urgent medical attention, for example in the event of an accident, fire or crime, you should call 112. You should immediately state whether you need an ambulance, the police, or the fire brigade.

NB: The call handler may decide that you do not need an ambulance. You will then be advised regarding who you can contact, for example your GP, or in some instances the hospital directly. In this way ambulances will be kept available for real emergencies.

You can find more information about the care provided in the Netherlands and what you must do when you need other types of care at:

- www.zorgverzekeringslijn.nl, or you can telephone 0800-64 64 644.
- www.refugeehelp.nl
- www.rijksoverheid.nl/onderwerpen/zorgverzekering
- www.ggdzw.nl/oekraine (For information about youth healthcare, infection control and mental healthcare).

Psychological problems

If you are suffering from stress, thinking too much and sleeping badly, please consult the [brochure](#) of the Municipal Health Service [Gemeentelijke Gezondheidsdienst] (GGD) which you can find in this information folder.

Alternatively you can visit www.ggdzw.nl/oekraine. There you will find more information about psychological problems, mental healthcare and youth healthcare.

Coronavirus measures in the Netherlands

Currently no coronavirus measures apply in the Netherlands any more. However, the government has provided a number of recommendations to limit the spread of the disease.

The basic rules in the Netherlands are:

- Wash your hands regularly.
- Cough and sneeze into your elbow.
- Stay home if you have symptoms and do a rapid lateral flow test.
- Make sure there is sufficient fresh air.
- Do not forget to get your vaccinations and boosters.

The central government website www.rijksoverheid.nl/onderwerpen/coronavirus-vaccinatie provides more information about vaccinations in the Netherlands and general information about coronavirus in the Netherlands.

On the website of the GGD www.ggdzw.nl/Oekraine you will also find more information about coronavirus, the measures and recommendations to stop its spread.

NB: You should also keep an eye on our newsletter, social media and other channels for new developments relating to coronavirus in the Netherlands.

Education and childcare in Zaanstad

Pupils who are new in the Netherlands will attend special schools for newcomers. In the Netherlands education is compulsory for children aged 4 and over. Your children can attend school in Zaanstad.

Children aged between 2 and 4 can attend preschool (playgroup) as offered by childcare organisations such as Babino and Freekids. You can find more information at <https://babino.nl> and www.freekids.nl

Children aged between 4 and 12 can attend primary school at De Kernschool in Zaandam. For more information about how to register with De Kernschool please send an e-mail to info@kernschool.nl or visit the school's website: www.kernschool.nl.

Children aged between 12 and 18 can attend secondary school, for example the International Bridging Class in Krommenie. They can register by sending an e-mail to a.hoek@isk-zaanstad.nl. You can find more information about the international bridging class at <https://isk-zaanstad.nl>.

<p>NB: In the province of Noord-Holland (Zaanstad) the school summer holidays are from 22 July up to and including 3 September. No lessons will be given during this period.</p>

Did you know that...?

You can practice your Dutch with volunteers at the 'De Sluis' Language Café. De Sluis provides language lessons at various times during the week and at various locations in Zaanstad. You can find more information and the address on the website: www.taalcafedesluis.nl.

The library also provides free courses, including language courses. You can find addresses, opening times and information at <https://debieb.nl>.

An overview of other free language courses can be found on the website: www.refugeehelp.nl.

Childcare

The children of working and non-working parents from Ukraine can attend nursery school if they are aged between 0 and 3 years old. Children aged 4 to 12 years old can attend the after-school club outside of school hours. However, you will have to pay for this. You may be entitled to a central government contribution to the costs. This is known as the childcare allowance.

In the Netherlands there are 2 kinds of childcare:

- Nursery school. For children aged between 0 and 3 years old.
- After-school club. For children aged 4 to 12 years old. The after-school club is available outside of school hours and in the holidays.

Childcare organisations in Zaanstad include the Tinteltuin www.tinteltuin.nl, Babino <https://babino.nl> and Freekids www.freekids.nl.

Childcare allowance

The childcare allowance is a contribution to the costs of childcare for parents who are working or studying. You can find more information about applying for childcare allowance at www.svb.nl/kinderbijslag

NB: The municipality does not provide any separate childcare. In the event that regular childcare is not an option for you, we recommend that you make arrangements with other parents. However, the municipality can provide support, for example with looking for a childcare space and/or toys.

Working in and around Zaanstad

You need a permit to work in the Netherlands. This is known as a work permit [tewerkstellingsvergunning] (TWV). The government is exempting working refugees from Ukraine from the obligation to have this permit. However, this is subject to the condition that you are registered with the municipality of Zaanstad.

Anyone who works in the Netherlands is entitled to the statutory minimum wage from the age of 21. This is the minimum pay you must be paid if you work. Younger workers (15 to 21 years old) are entitled to the minimum youth wage. The minimum wage is intended to protect you from being underpaid. You can find more information about the minimum wage for 2022 at www.rijksoverheid.nl/onderwerpen/minimumloon.

NB: One condition for being able to work in the Netherlands is that you have a Citizen Service Number [Burgerservicenummer] (BSN) and a Dutch bank account.

Help finding work

If you are staying at a municipal reception centre and would like to work, the municipality will bring you into contact with temporary employment agencies and the Employer Services Desk [Werkgeversservicepunt] (WSP). If you would like this, you can request a meeting by contacting the reception centre coordinator at the reception centre you are staying at.

If you are staying with a host family and would like to work, you can register for a meeting by sending an e-mail to noodopvang@zaanstad.nl. In the e-mail you should state your first name and surname, telephone number, e-mail address, the languages you speak and any work experience you have. The municipality will then send you a date, time and location for the meeting as soon as possible.

1. If a displaced person aged 18 or above receives income, the financial allowances for the displaced person and his/her family members will be terminated. The reference date is the first day of the subsequent month.
2. If the income referred to in the first paragraph is lower than the financial allowances, the income will be supplemented up to the amount of the financial allowances which apply to the displaced person and his/her family members.

If you have a job, you are obliged to inform the municipality of Zaanstad. You can do so by sending an e-mail, stating your client number, to digitaal@zaanstad.nl.

For tips, experiences, regulations, pitfalls and stories from other refugees who were looking for work, you can consult the website: <https://jobon.nl/ua>.

Alternatively you can visit the website: www.fairwork.nu. They can help you protect your rights on the labour market.

Did you know that...?

You can ask for your qualifications to be evaluated free of charge so that you know how valuable the qualifications you obtained in Ukraine are here in the Netherlands. This can help you find a job at a level which is appropriate for you. You can submit your request via the

International Diploma Evaluation [Internationale Diploma Waardering] (IDW) website. To submit an application or obtain more information please visit the website: <https://idw.nl>.

Opening a bank account in the Netherlands

We recommend that you open a Dutch current account. To do so you need a Ukrainian biometric passport or identity document and in most cases a Citizen Service Number (BSN). In the [brochure](#) which accompanies this folder you will find more information about Dutch banks, the costs and the terms and conditions.

You can also find more information at www.refugeehelp.nl.

Insurance policies and child benefit

Child benefit

Child benefit is a contribution to the costs of looking after your child. If you work in the Netherlands and have one or more children under the age of 18, you may be entitled to child benefit. If you would like to know whether you are entitled to child benefit, or if you have another question about child benefit, please contact www.svb.nl/kinderbijslag

Liability insurance

You are covered by the liability insurance [WA-verzekering] of the municipality of Zaanstad. If you cause damage in the house of your volunteer/host family in Zaanstad, the damage will be covered to a maximum amount of € 5,000. Damage caused by normal usage, or wear and tear, or damage to the accommodation is not covered.

Car

Due to the complicated legal position of refugees from Ukraine, there is still a lot of confusion as regards cars and insurance. It may be that the rules for liability insurance will still have to be amended. We recommend that you wait to see how things develop and contact your insurance company in the event of any problems.

You can find more information at <https://nlbureau.vereende.nl> or www.refugeehelp.nl.

If you have taken your car with you from Ukraine to the Netherlands, you may have to pay road tax for the car. On the website of the Tax and Customs Administration [Belastingdienst] you will find all the information you need about the rules for tax and vehicles with a foreign numberplate.

You can find more information at www.belastingdienst.nl and at www.rdw.nl

NB: Your Ukrainian driving licence will be valid for a further 185 days from the moment you register with the municipality of Zaanstad. Normally you would have to obtain a Dutch driving licence after this period of 185 days from the Central Office for Motor Vehicle Driver Testing [Centraal Bureau Rijvaardigheidsbewijzen] (CBR). The Dutch government may decide that this rule does not apply to you and that you therefore do not need to obtain a new driving licence after the period of 185 days. You will then be able to keep your Ukrainian driving licence. For more information please visit the website: www.rdw.nl.

If you have already lost your driving licence, you will be able to obtain a new European driving licence, after verification by the Ukrainian embassy.

Traffic and public transport

Traffic rules and traffic fines

You can find all the necessary information about driving in the Netherlands at www.xpat.nl.

You can find more information about the traffic rules (including for pedestrians and cyclists) on the website of Dutch Traffic Safety Association [Veilig verkeer Nederland] (VVN) at <https://vvn.nl>.

The parking regulations in Zaanstad also apply to cars with a Ukrainian registration number

At some locations in Zaanstad you have to pay to park. In 2022 the parking regulations did not apply to cars with a Ukrainian registration number. Now this is no longer the case.

The parking regulations apply to all cars, including cars with a Ukrainian registration number. A wheel clamp will be applied to one wheel of any car with a foreign registration number whose owners have not paid the parking fee, or to cars that have been parked incorrectly. Municipality workers can tow away a clamped car after 24 hours.

Public transport

You can use a public transport smart card known as the OV chip card [OV-chipkaart] to travel on any public transport in the Netherlands. You can use this card on buses, trains, trams and the metro. You can buy the OV chip card at stations, in various stores and supermarkets, as well as online. You must charge the card before you can use it to travel.

Certain discounts are available for children, young people and the elderly. Children under the age of 3 can travel for free.

You can find more information about obtaining the card and possible discounts at www.ov-chipkaart.nl.

Travel planner

You can use the travel planner website '9292' to find out how you can get to your destination by public transport. Just enter your current location and the desired destination and the website will show you which bus, tram or train you have to take. The travel planner is available as a free app which you can use on your smartphone. You can find this travel planner at www.9292.nl.

You can find more information about public transport in the Netherlands at www.expatica.com.

Safety

If you do not feel safe, there are a number of organisations which can help you. Please contact them without delay if you do not feel safe.

Police, Fire Brigade and Ambulance

In the event of an emergency you should call 112.

If you need the police in a non-emergency situation, you should call 0900-8844.

Feeling safe at home [Veilig Thuis]

If you do not feel safe with your host family or in your reception centre, please telephone: 0800 2000 (available 24 hours a day and 7 days a week), or go to the website: <https://veiligthuis.nl>.

Feeling safe as a refugee

The brochure produced by the Coordination Centre against Human Trafficking [Centrum tegen mensenhandel] (CoMensha) contains a number of tips on how to stay safe as a refugee. The brochure contains information about how to identify the risks of exploitation and human trafficking. You can find the [brochure](#) in this information folder.

You can find more information about human trafficking and what action you should take at www.comensha.nl.

Open water swimming

The Dutch lifeguard organisation [Nederlandse Reddingsbrigade] has produced two [brochures](#) containing information on how to stay safe when swimming in open water. A folder is available on swimming in the sea and another is available on swimming in lakes. You can find the [brochures](#) at the end of this information folder. You can find more information about open water swimming at www.reddingsbrigade.nl.

NB: It is dangerous to swim in the Zaan, which is the river that flows through Zaanstad, and swimming is therefore prohibited.

Returning (temporarily) to Ukraine and travel

If you would like to return to Ukraine, or continue your travels, you can receive assistance from the International Organisation for Migration (IOM) or Repatriation and Departure Service [Dienst Terugkeer en Vertrek] (DTV).

The Repatriation and Departure Service can support you with your return to Ukraine. You can contact this organisation via ilc@dtv.minvenj.nl.

The same applies to refugees from Ukraine with a different nationality. This support consists of information and advice, support with arranging (replacement) travel documents and help with transport to Ukraine. Usually transport will be arranged to a country neighbouring Ukraine in the form of flights to, for example, Warsaw or Kraków in Poland.

If you have applied for asylum in Ukraine you will **not** be eligible for this assistance, unless you cancel the asylum application. If you have applied for asylum, you must apply to the embassy or consulate for (replacement) travel documents.

You can find more information on the website: www.dienstterugkeerenvertrek.nl.

You can contact the DT&V by sending an e-mail to info@dtv.minvenj.nl, or by telephoning +31 (0)88 7464466 or +31 (0)70 3181500. The DT&V does not provide any support for a **temporary** return to Ukraine.

Holidays abroad or a temporary return to Ukraine

If you temporarily go abroad or temporarily return to Ukraine, this will have consequences as regards receiving the living allowance and assistance upon returning to the Netherlands.

As from 1 December refugees from Ukraine can leave the reception centres temporarily for a maximum period of 28 days, while continuing to be eligible for their monthly financial allowance. At the end of this period the mayor may terminate the allowances.

NB: If you are leaving the Netherlands (temporarily), you must always let us know via digitaal@zaanstad.nl.

For more information please visit the website: www.refugeehelp.nl. Here you will find information about the possibilities for travelling from the Netherlands to other countries and then returning to the Netherlands. There is a difference between travelling in and outside the European Union.

For more information about travelling through the European Union, please visit the website of the European Commission: <https://ec.europa.nl>.

National and local organisations

Dutch Council for Refugees [Vluchtelingenwerk]

The Dutch Council for Refugees supports refugees and asylum seekers from the moment they arrive in the Netherlands until they can stand on their own two feet.

About VluchtelingenWerk

VluchtelingenWerk is an independent organization that supports refugees from the moment they are sheltered in the Netherlands. VluchtelingenWerk provides the most up-to-date information on legal issues, work & income, finance, shelter, temporary protection and social work. VluchtelingenWerk is active throughout the Netherlands and also provides online information about the topics above at refugeehelp.nl and refugeework.nl. Information on these website are provides in English, Dutch, Russian and Ukrainian.

We are Michel & Margreet from VluchtelingenWerk. An independent organization for and by refugees. We are here for you if you have questions about the following subjects:

- Work & income
- Legal issues
- Finance
- Temporary protection
- Education
- Shelter
- Travel
- Healthcare
- Safety

You can reach us on mklijnsma@vluchtelingenwerk.nl or mterwoerds@vluchtelingenwerk.nl. Please write us in Ukrainian, Russian, English or Dutch.



The Dutch Salvation Army [Leger des Heils]

Motivated by their Christian faith the staff of the Salvation Army provide help to vulnerable people who need support in relation to (mental) health, (sheltered) housing, finances, work and raising children. If you have any questions, you can contact the community centre in Zaandam.

The Dutch Salvation Army [Leger des Heils] in Zaandam

Address: Tuiniersstraat 32, 1501NK Zaandam

Telephone number: +31 (0)75 6164108

E-mail: korps.zaandam@legerdesheils.nl

<https://www.legerdesheils.nl/locatie/korpszaandam>

Municipal Health Service [Gemeenschappelijke Gezondheidsdienst] (GGD)

The aim of the municipal health service is to ensure a healthy society and protect and promote public health. The organisation provides information about coronavirus, infectious diseases, tuberculosis and other issues.

GGD Zaandam

Location: Saentoren, 7th floor

Address: Vurehout 2, 1507EC Zaandam

Telephone number: 0900-2545454

www.ggdzw.nl/oekraine

UNHCR, the UN refugee organisation

The UNHCR provides support to asylum seekers and refugees in the Netherlands. On the website <https://help.unhcr.org> you can find more information about useful services, asylum procedures and your rights and obligations.

The Red Cross [Rode Kruis]

If you have any practical questions, you can visit the website: www.rodekruis.nl/ukrainian. You can also send a WhatsApp or a (voice) message to +31 (0)6 48158053. You can send a message in Ukrainian, Russian or English. A volunteer will then contact you in your own language.

The Zaanstreek-Waterland Safety Region

This is a partnership between municipalities, the fire brigade, the police and the Association of the Municipal Health Services and the Regional Medical Emergency Preparedness and Planning Service [GGD-GHOR].

www.veiligheidsregiozaanstreekwaterland.nl

Important contact information

Help in an emergency

In the event of an emergency you should call 112 for the police, the fire brigade, or an ambulance.

Police (no emergency): 0900 – 8844 or +31 (0)343 578844.

The municipality of Zaanstad

Stadhuisplein 100

1506 MZ Zaandam

Tel.: 14075 (+31 (0)75 6816969 if you are calling from abroad)

Mail: digitaal@zaanstad.nl (for changes)

www.ua.zaanstad.nl

Ukrainian Embassy

Zeestraat 78

2518 AD The Hague

Tel.: +31 (0)70 3626095

<https://netherlands.mfa.gov.ua>

Immigration and Naturalisation Service (IND)

The IND assesses all applications by people who want to live in the Netherlands, or want to obtain Dutch citizenship.

Tel.: +31 (0)88 0430430

www.ind.nl

Repatriation and Departure Service [Dienst Terugkeer en Vertrek] (DTV).

Tel.: +31 (0)88 7464466 or +31 (0)70 3181500

Mail: info@dtv.minvenj.nl

www.dienstterugkeerenvertrek.nl

RefugeeHelp

RefugeeHelp provides detailed, national information on all kinds of themes ranging from healthcare to work, income and education. The information is available in four languages: Dutch, English, Ukrainian and Russian.

www.refugeehelp.nl

Ukrainians in the Netherlands Foundation [Stichting Oekraïners in Nederland]

A website for Ukrainian refugees in Ukrainian.

Tel.: +31 (0)10 2005661 (09.00 – 18.00 on working days)

E-mail: support@ukrainians.nl

<https://help-ukraine.nl/refugee>

Tax and Customs Administration [Belastingdienst]

www.belastingdienst.nl

Social Insurance Bank [Sociale Verzekeringsbank] (SVB)

www.svb.nl/kinderbijslag

Healthcare

Health insurance helpdesk [Zorgverzekeringslijn]

Here you can read about how healthcare has been arranged for Ukrainians in the Netherlands since 1 July 2022.

NB: The following information is very likely to change. Keep an eye on this website for changes.

Tel.: 0800-64 64 644

www.zorgverzekeringslijn.nl

GP care

Via the 'Arene' digital GP practice.

www.arene.nl or the app.

Out-of-hours GP service for emergency care

Tel.: +31 (0)75 6533000 (17.00- 08.00)

www.huisartsenposten.nl

Living, working and studying

Xpat

Your guide to living, working and studying in the Netherlands

www.xpat.nl

Expatica

The international expat community.

www.expatica.com

JobOn

This is a national community for jobseekers.

<https://jobon.nl/ua>

Public libraries in Zaandam and Krommenie

Zaandam library
Westzijde 170 A
1506 EK Zaandam

<https://debieb.nl>

Krommenie library
Heiligeweg 170
1561 DM Krommenie

<https://debieb.nl>

Education and language

De Kernschool

This school provides education for one year for newcomers to the Netherlands who are living in the Zaanstreek.

E-mail: info@kernschool.nl

www.kernschool.nl

An international bridging class.

This is a school for newcomers aged 12 to 18 who do not speak Dutch, or do not do so sufficiently.

E-mail: a.hoek@isk-zaanstad.nl

<https://isk-zaanstad.nl>

International qualification evaluation service
<https://idw.nl>

De Sluis language cafe
For free language lessons: www.taalcafedesluis.nl

Safety

Coordination Centre against Human Trafficking (CoMensha)
Tel.: +31 (0)33 4481186
Mail: info@comensha.nl
www.comensha.nl

Feeling safe at home [Veilig Thuis]
Tel.: 0800-2000 (24/7)
<https://veiligthuis.nl>

Legal support

Legal Help Desk [Juridisch Loket]
Tel.: 0900-8020 (€ 0.10 p/min)
www.juridischloket.nl

Finances

GWK money exchange and transfer service [Grenswisselkantoor] (GWK)
www.gwktravelex.nl

Travel and public transport

Netherlands Vehicle Authority [Rijksdienst voor het Wegverkeer] (RDW)
www.rdw.nl

Dutch Traffic Safety Association [Veilig verkeer Nederland] (VVN)
<https://vvn.nl>

Public transport (OV) chip card
www.ov-chipkaart.nl

9292 travel planner
Via the app: 9292
<https://9292.nl>

Other

Dutch lifeguard organisation [Nederlandse Reddingsbrigade]
www.reddingsbrigade.nl

Dutch Society for the Protection of Animals [Dierenbescherming]/pets
Tel.: +31 (0)88 8113333
Mail: info@hulpvoordierenuitoekraine.nl
www.hulpvoordierenuitoekraine.nl

Sportbedrijf Zaanstad (sports centre)

www.sportbedrijfzaanstad.nl

Miss Etam Clothing Outlet

Rozengracht 6 – 8 (Rozenhof), 1506 SC Zaandam