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1. General information



Language

In the Netherlands, the common official language is Dutch. However, in some regions other regional languages and dialects are spoken. Over 90 % of the total population can speak English and more than 70 % can speak German.



Administrative settings

The Netherlands is divided into 12 provinces. The four largest cities in the Netherlands are [Amsterdam](#), [Rotterdam](#), [The Hague](#) and [Utrecht](#).



Population

The estimated population of the Netherlands is 17.5 million.



Emergency contacts

- ◆ Emergency number: **112**
- ◆ Police number: **09008844**
- ◆ Number dedicated to gender-based violence victims: **08000117**
- ◆ Red Cross WhatsApp number: **+31 648158053**
- ◆ Dutch Council for Refugees hotline: **+31 (0)203007000**



Driving licence

Currently, Ukrainian driving licenses are valid in the Netherlands for 185 days. The European Commission is reviewing the need for coordinated emergency measures for Ukrainian driving licenses.





Ukrainian embassy in the Netherlands

- ◆ Address: Zeestraat, 782518 AD
- ◆ The Hague
- ◆ phone: +31 703626095
- ◆ <https://netherlands.mfa.gov.ua/>
- ◆ In cases of emergency and for life-threatening situations: +31 617474607
- ◆ Consular issues: +31 703607218
- ◆ email: emb_nl@mfa.gov.ua

2. Entry in the Netherlands

If you are a Ukrainian citizen with biometric passport, you can enter and stay in the Netherlands for 90 days within a period of 180 days without a visa.

If you do not have a biometric passport or travel document, you can go to a Dutch Embassy in a neighbouring country (e.g. Poland, Romania, Hungary) to request documentation to enter the Netherlands.

Refugees arriving in the Netherlands from Ukraine can register with the local municipal authority. At the border, the Royal Military and Border Police will direct the refugees to a municipality with suitable reception facilities.

Health screening is not carried out systematically.

General restrictions due to COVID-19 measures apply when entering the country.

The Netherlands offers COVID-19 vaccinations to displaced persons entering the country.



3. Temporary protection

The temporary protection scheme for Ukraine entitles you to reception and health care in the Netherlands. Minor children are also entitled to education. Under temporary protection, you also have the possibility to work.

You will receive temporary protection in the Netherlands if one of the following situations applies to you.

- ◆ You are a Ukrainian national and
 - you left Ukraine after 26 November 2021;
 - you left Ukraine before 27 November 2021 and, at that time, you were in the Netherlands for a longer period of time because you had a residence permit or had applied for asylum. In this case, you must prove that before 27 November 2021 you were in the Netherlands and not in another EU country.
- ◆ You are not a Ukrainian national and on 23 February 2022:
 - you were a refugee recognised by Ukraine; or
 - you had a valid permanent Ukrainian residence permit.
- ◆ Temporary protection will also apply to the following family members:
 - partner (married or unmarried) and in a long-term relationship;
 - unmarried children under the age of 18;
 - family members who were living with the family and are (largely) dependent on that family.

Where can you register for temporary protection in Netherlands?

If you are a displaced person in need of temporary protection and are eligible for it, you can register at a municipality of your choice once you arrive in the Netherlands. To complete the process, you will need to provide a temporary address within the municipality where you wish to register. You will be registered into the Personal Records Database (*Basisregistratie Personen*, BRP) of the Dutch government.

Support through the temporary protection scheme is only available if the requirements for registration are met. Aside from registering at a municipality, you can register for temporary protection at the Dutch



Immigration Service (*Immigratie- en Naturalisatiedienst*, IND) at a location near you. To apply for residence in the Netherlands, you will have to sign an application form. We call this document 'M35-H'. The IND uses this form for all asylum applications.

The Netherlands will also check if you are a danger to public order. For this reason, everyone over the age of 12 must fill in a criminal record certificate. In this certificate you need to indicate if you have ever committed an offence or a crime.

If all is in order, you will receive a confirmation that you are allowed to live and work in the Netherlands.

What documents do you need for registration?

To register for temporary protection, you will need:

- ◆ a passport or other proof of identity, such as a birth certificate;
- ◆ if you are not a Ukrainian national, a Ukrainian residence permit that was valid on 23 February 2022.

If you do not have any proof of your identity or nationality, you can seek assistance from the Ukrainian embassy. The Ukrainian embassy can provide you with a certificate that you can use to register for temporary protection. You can request this document during the walk-in opening hours at the embassy in The Hague.

What is the procedure to access temporary protection in the Netherlands?

As soon as a foreign national registers for temporary protection at a municipality, they are registered in the Personal Records Database. The Immigration Service (IND) is notified and will provide the data of the foreign national to the registry office. This data will be shared with the registry office and marked as 'note in connection with the right of residence'. This will indicate to the registry office that the data being shared concerns a person from Ukraine.

What documents do you receive as a beneficiary of temporary protection?

If the requirements for registration are met, you will receive proof of registration through a supplement with a sticker in your passport. The sticker shows that you can stay legally in the Netherlands under temporary protection. The IND will also issue residence documents to the persons who do not have a valid identification document within the provisions of the Dutch aliens act (*Vreemdelingenwet*).



Duration of the temporary protection

The provisions of the temporary protection directive apply for 1 year after initial activation in March 2022. This means that currently, temporary protection is granted until March 2023. After this, there are legal possibilities to extend temporary protection for another full year, in two tranches of six months.

Your rights as a beneficiary of temporary protection in the Netherlands

- ◆ Accommodation
- ◆ Access to labour market
- ◆ Access to medical care
- ◆ Social welfare assistance and means of subsistence
- ◆ Education
- ◆ Additional support

More information about these rights



Accommodation

Reception is organised by municipalities, that are organised through 25 so-called 'Safety Regions'.



Initial reception

You are welcome to find accommodation on your own upon arrival, in a municipality of your choice. If you cannot find your own accommodation, you can travel to the four centres below. Dedicated staff at those centres will help you to find accommodation in that particular municipality or somewhere else.

- ◆ Utrecht, Jaarbeurs, Hal 7
- ◆ Amsterdam, RAI Convention Centre
- ◆ Maastricht, MECC Evenementencentrum
- ◆ Eindhoven, Microlab Strijp-S





Special emergency reception centres are being opened in certain locations, for example in Groningen, Utrecht, Amsterdam and Maastricht. You can also ask for assistance at all other local councils.

The Red Cross is also helping people who need a place to stay. You can contact them and ask questions in Ukrainian, Russian or English via WhatsApp: **+31 648158053**.

Many other private initiatives provide shelter and accommodation for Ukrainians. For a list, visit Refugee Help at www.refugeehelp.nl. Information is provided in Ukrainian, Russian, English and Dutch.



Long-term accommodation

Currently, there are no provisions for long-term accommodation. The accommodation currently provided by the Dutch government is temporary, but private initiatives may be available for a longer period of time. The Dutch government is working on longer-term accommodation.

Access to labour market

If you have temporary protection you can work without a work permit (in Dutch: *tewerkstellingsvergunning* or shortened *twv*). This means that an employer does not have to request a work permit for you. However, employers must notify the Dutch Social Security Institution (*Uitvoeringsinstituut Werknemersverzekeringen*, UWV) at least two working days before the initial working date. The work permit exemption applies to all employee jobs. This means that you will need an employment contract with an employer.



The following conditions apply.

- ◆ You need to have an employment contract with an employer.
- ◆ You need to be registered in the Personal Records Database (BRP).
- ◆ You need to have obtained the residence permit.
- ◆ Your employers must notify the employee insurance agency (UWV).

Persons with temporary protection can also apply for voluntary work. In that case, the employer has to fill in a volunteer declaration.

Persons with temporary protection can also enrol for an internship. In this case, an agreement must be made between the intern, the employer and the study programme.





Social welfare and means of subsistence

Adults and children who are registered under the temporary protection scheme are entitled to a monthly subsistence allowance for food, personal items and clothing.

Persons staying in private homes (relatives, friends), outside of government shelters, are entitled to an additional financial allowance, meant to cover public transport or to visit family members. You will receive the allowances through the municipality where you have registered.

Public health

◆ Medical care/medical prescription

For refugees from Ukraine, health care, such as a visit to the doctor, is fully covered through the Regulation Medical Care for Ukrainians (*Regeling Medische zorg Oekraïners*, or RMO). The moment you are registered in the BRP, you will receive a national identity number (*Burgerservicenummer*, BSN). This number is necessary so that health care providers can find you in all the relevant systems. The care package is broader than what is reimbursed on the basis of the subsidy arrangement mentioned below. Coverage is broader, for example, as regards reimbursement for dental care in the event of acute pain, contraception, abortion care, glasses and hearing aids (with permission), and certain medicines.

For more information (in English, Ukrainian and Russian) on health insurance, visit <https://www.government.nl/documents/leaflets/2022/07/27/information-for-refugees-from-ukraine-in-the-netherlands-about-health-insurance>.

If you work in the Netherlands, you are temporarily not required to have health insurance and are covered by the RMO. This applies at least until 1 March 2023. As a result, you do not have to pay health care premiums or make other co-payments.

If you do not have a BSN number yet, health care is covered by the subsidy arrangement for urgent medical care for the uninsured. As a refugee you do not have to pay for anything. The Subsidy Scheme for Medically Necessary Care for Uninsured Persons reimburses medically necessary care in the basic package. There are exceptions: for example, dental costs for adults are not paid.

Visit <https://www.rijksoverheid.nl/onderwerpen/zorgverzekering/vraag-en-antwoord/wat-zit-er-in-het-basispakket-van-de-zorgverzekering> for information about the 'basic coverage plan', which care is covered and what is and is not reimbursed. The website is only available in Dutch but has been automatically translated into English.

For detailed information on health care and health insurance, including COVID-19 vaccinations, mental health support and support in case of domestic and sexual violence, visit <https://www.refugeehelp.nl/get-help>.

In case of health issues, go to a general practitioner (GP) first. This also applies if you are pregnant, need medical advice or have psychological problems, such as sleeping problems, fears and long-term depression. The general practitioner is the only person who can refer you to a specialist, usually in a hospital.

Go to your local pharmacy to obtain prescriptions provided by the GP or to receive advice on (minor) health problems. Professionals at pharmacies can also answer medicine-related questions.





◆ Refugees with special care needs

The Regulation on Medical Care for Asylum Seekers (*Regeling Medische zorg Asielzoekers - RMA*) also applies to refugees from Ukraine who need long-term care that cannot be paid for by the local authorities or through a different subsidised program and when a stay in an institution is necessary (for example in case of a physical disability). A general practitioner can make the request and the cost can be paid via RMA. You do not have to contribute anything.

◆ Medical devices

The basic health insurance package includes medical devices needed for treatment, nursing, rehabilitation and other care. Simple walking aids, such as crutches, are not reimbursed by the basic health insurance package. Contact your municipality (and ask for the 'WMO-loket') if you need permanent aids, such as a wheelchair. It is also possible to buy or hire permanent aids yourself, for example via the following websites:

- ◆ new devices: www.thuiszorgwinkel.nl
- ◆ second-hand devices: www.marktplaats.nl



Psychosocial support

In the Netherlands, if you have psychological issues such as sleeping problems, fears and long-term depression, you should always visit a general practitioner first. Only the general practitioner can refer you to a specialist, usually in a hospital. More information is available at <https://www.government.nl/topics/mental-health-services>. You can find information on mental support and help to process traumatic events at <https://www.refugeehelp.nl/get-help/health-care/important-information-on-medical-care-for-refugees>.



Disabilities

Support to persons with physical disabilities is regulated by the law on social support (*Wet Maatschappelijke Ondersteuning, WMO*). Refugees can apply for support at the WMO-counter of their municipality. The process includes the following step:

- ◆ Report: report your request for help and support to the WMO counter of your municipality. At most municipalities you can fill out an online form.
- ◆ Interview & Research: the municipality will schedule an interview and conduct a research on your situation.
- ◆ Recommendation: the municipality will provide a recommendation, detailing the help required.
- ◆ Agreement: you can agree with the decision, after which further steps will be planned.

Other options for support include the general practitioner or an inclusion organisation (see <https://www.mee.nl/>).



◆ COVID-19

Information on what the Dutch government is doing to control COVID-19 is available at <https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19>

Information about COVID-19 vaccinations in the Netherlands is available at <https://prikkenzonderafpraak.rijksoverheid.nl/en>.

◆ Vaccinations for children

In the Netherlands, children aged 0-18 years are vaccinated free of charge against a number of infectious diseases. Ukrainian refugee children must be vaccinated against polio, measles and rubella as soon as possible upon arrival in the Netherlands.

More information about health risks and vaccinations (in Dutch only) and links to other web resources are available at <https://www.pharos.nl/infosheets/oekraiense-vluchtelingen/>.

Pets

If you have a pet with you, you need to register it as soon as possible. To do so, contact the Dutch Food and Consumer Product Safety Authority at <https://english.nvwa.nl/news/news/2022/03/09/import-rules-for-pets-from-ukraine>.

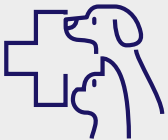
Upon your arrival in the Netherlands, you should also take your pet to a veterinarian as soon as possible. If needed, your pet will be chipped, registered and vaccinated against rabies.

Make sure to isolate your pet from other animals and people until you have visited the veterinarian.

Hulp voor Dieren uit Oekraïne (Help for Animals from Ukraine, <https://www.hulpvoordierenuitoekraïne.nl/nl/>) can help with finding a shelter for your pet. This can be at regular shelters or free foster homes where you and your pet can stay.

You are not supposed to bring your pet to any kind of shelter. Just sign up on the website first. Under the heading 'shelter' you will find several registration forms. You will need to fill out one form per animal, providing various information about the pet (e.g. medical history, behaviour of the animal, preferred shelter (only the animal, or together with your pet)).

General information is also available at <https://www.refugeehelp.nl/get-help/pets/what-to-do-with-pets-from-ukraine>.



Access to education

Childcare/nursery

Children of refugees from Ukraine between 0 and 4 years can attend a day-care centre. Children from 4 to 12 years old can go to an after-school programme. There may be costs associated with this. The municipality can sometimes grant compensation for these costs. For specific information, contact the local authority where you live. No childcare allowance can be requested, as refugees from Ukraine do not have a residence permit as such.

More information (in Dutch only) is available at <https://www.rijksoverheid.nl/onderwerpen/opvang-vluchtelingen-uit-oekraïne/ondersteuning-in-nederland/kinderopvang>.

Primary and secondary school

Children in compulsory school age are entitled to education regardless of their legal status.



Parents can enrol their child in the nearest school. If the child does not speak Dutch, the school might place them at first in an international transition class (children between 12 and 18 years). There are specialised classes for younger children as well within regular schools. It is preferable that Ukrainian children can go to the existing “newcomer” education. This type of education is designed to offer education to foreign pupils. The current facilities for newcomers consist of newcomer’s classes and schools in primary education and international transition classes (ISKs) in secondary education.

If the family is still at a temporary accommodation, the municipality will help with temporary enrollment in schools.

More information on the Dutch educational system is available at <https://www.refugeehelp.nl/get-help/education/dutch-educational-system>.

University

The Dutch higher education system may be different from what you are used to. If you are older than 18, it is no longer compulsory to go to school.

Only if you do not have a job and apply for benefits, you can be obliged to obtain a diploma until you are 27. It is important to know that you can practice many professions only if you have obtained a specific diploma.

Vocational education & university

Depending on the secondary school you attended, you can continue studying in the Netherlands at different levels. There are three educational levels:



- ◆ senior secondary vocational education (MBO), for those with a VBMO diploma;
- ◆ higher professional education (HBO), for those with a HAVO diploma;
- ◆ university education/*Wetenschappelijk Onderwijs* (WO), for those with a VWO diploma.

Students from Ukraine can enrol in Dutch universities if:

- ◆ they meet the requirements of the course they wish to enrol in;
- ◆ pay the applicable tuition fee.

Currently, there are no provisions for financial support.

Recognition of education titles

If recognition of an education title is needed to enrol in some form of education, the institution involved can ask for advice at one of the two following institutions:

- ◆ [Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven \(SBB\)](#)
- ◆ [Nuffic](#)

If recognition of an education title is needed to pursue or continue a career in a regulated profession, please contact the authority which is qualified to assess the rules for that particular profession.

Relevant information is available at https://ec.europa.eu/growth/tools-databases/regprof/index.cfm?action=regprofs&id_country=10&quid=1&m

If recognition of an education title is needed to access the labour market, contact one of the two following institutions:

- ◆ [Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven \(SBB\)](#)
- ◆ [Nuffic](#)

Additional support platforms

The RefugeeHelp website offers additional information related to:

- ◆ [Additional support for clothing and food](#)
- ◆ [Care for babies and pre-school children](#)
- ◆ [Connectivity](#)
- ◆ [Leisure time and sports activities](#)

Information for LGBTI persons from Ukraine is available in English and Dutch at <https://www.coc.nl/algemeen/oekraine>

Information on temporary protection in a specific country is available at <https://whoiswho.euaa.europa.eu/>.





4. International protection

Beneficiaries of temporary protection can stay in the Netherlands as long as the temporary protection directive is activated (currently until March 2023).

If you are not eligible for the temporary protection, you can ask for international protection (asylum) at the central reception centre in Ter Apel. In this case, a regular asylum procedure will take place. Among other things, this means that you will be placed in an asylum centre.



Annex I – Repository of sources

General information		
Service	Website	QR
Ukrainian Embassy in the Netherlands	https://netherlands.mfa.gov.ua/	
Temporary protection		
Information related to the registration for temporary protection	https://ind.nl/en/news/ind-process-for-refugees-from-ukraine	
Accommodation		
Information on housing and accommodation	https://www.refugeehelp.nl/get-help/category/housing	
Public health		
Information on how to get medical care and related costs	https://www.zorgverzekeringslijn.nl/ukrainian/	
Information on the basic health insurance package	https://www.rijksoverheid.nl/onderwerpen/zorgverzekering/vraag-en-antwoord/wat-zit-er-in-het-basispakket-van-de-zorgverzekering	
Information on mental health	https://www.government.nl/topics/mental-health-services	

Information on health insurance for refugees from Ukraine	https://www.government.nl/documents/leaflets/2022/07/27/information-for-refugees-from-ukraine-in-the-netherlands-about-health-insurance	
Information on COVID-19	https://www.government.nl/topics/coronavirus-covid-19 Available in English or Dutch	
Access to education		
Information on education in the Netherlands	https://www.refugeehelp.nl/get-help/category/education	
Video on the Dutch education system	https://www.youtube.com/watch?v=uuJ82w2CnJk Available in English	
Additional support		
Clothing and food	https://www.refugeehelp.nl/get-help/category/goods	
Care for babies and pre-school children	https://www.refugeehelp.nl/get-help/category/babies-kids	
Internet and Wi-Fi	https://www.refugeehelp.nl/get-help/category/mobile-internet	



Leisure time and sports activities	https://www.refugeehelp.nl/get-help/category/activities-buddies	
Information for LGBTI persons from Ukraine	https://www.coc.nl/engels Available in English and Dutch	
Pets	https://english.nvwa.nl/news/news/2022/03/09/import-rules-for-pets-from-ukraine	
Pet shelters	https://www.refugeehelp.nl/get-help/category/pets	
Information platforms		
RefugeeHelp is the online starting point for Ukrainian refugees in the Netherlands and everyone who wants to help	https://www.refugeehelp.nl/get-help	
More information on temporary protection in a specific country	https://whoiswho.euaa.europa.eu	



