

# Information for refugees

## National information

### Refugeehelp.NL

You can find lots of information for refugees staying in the Netherlands at [www.refugeehelp.nl](http://www.refugeehelp.nl). The information on this platform is available in Dutch, English, Ukrainian and Russian. The website explains how assistance to refugees is organised at the national level. Please note that other arrangements may apply or be organised for you in the municipality where you are staying.

Topics on which you can find more information on Refugeehelp:

- [General information](#)
- [Housing](#)
- [Legal aid and registration](#)
- [Health care](#)
- [Family](#)
- [Activities and buddies](#)
- [Babies and kids](#)
- [Pets](#)
- [Mobile telephony and internet](#)
- [Food, clothing and other goods](#)
- [Education](#)
- [Work and income](#)

### Red Cross support hotline

The Red Cross has provided a [WhatsApp](#) support hotline for Ukrainian refugees. You can send a WhatsApp (voice) message to +31 6 48 15 80 53. You can do this in Ukrainian, Russian or English. More information about the WhatsApp support hotline:

- Ukrainian: [www.rodekruis.nl/ukrainian](http://www.rodekruis.nl/ukrainian)
- Russian: [www.rodekruis.nl/russian](http://www.rodekruis.nl/russian)
- English: [www.rodekruis.nl/english-information](http://www.rodekruis.nl/english-information)

A volunteer will contact you as soon as possible in the language of your choice.

## Regional information for refugees in Zuid-Holland-Zuid

The Zuid-Holland Zuid region includes the following municipalities: Dordrecht, Hendrik-Ido-Ambacht, Zijndrecht, Alblasserdam, Gorinchem, Hardinxveld-Giessendam, Papendrecht, Sliedrecht, Molenlanden and Hoeksche Waard.

### Websites of the municipalities with information for refugees

The municipalities have set up websites with information for refugees. These are listed below. A lot of the information on these websites is in Dutch.

- Gemeente Alblasserdam: [www.alblasserdam.nl/oekraine](http://www.alblasserdam.nl/oekraine)
- Gemeente Dordrecht: [www.dordrecht.nl/oekraine](http://www.dordrecht.nl/oekraine)
- Gemeente Hardinxveld-Giessendam: [www.hardinxveld-giessendam.nl/zorg\\_en\\_onderwijs/zorg/oekra\\_ne](http://www.hardinxveld-giessendam.nl/zorg_en_onderwijs/zorg/oekra_ne)
- Gorinchem: [www.gorinchem.nl/oekraine](http://www.gorinchem.nl/oekraine)
- Hendrik-Ido-Ambacht: [www.h-i-ambacht.nl/oekraine](http://www.h-i-ambacht.nl/oekraine)
- Molenlanden: [www.molenlanden.nl/opvang-oekrainers-molenlanden](http://www.molenlanden.nl/opvang-oekrainers-molenlanden)
- Hoeksche Waard: [www.gemeentehw.nl/oekraine](http://www.gemeentehw.nl/oekraine)
- Zijndrecht: [www.zijndrecht.nl/oekraine](http://www.zijndrecht.nl/oekraine)
- Papendrecht: [www.papendrecht.nl/oekraine](http://www.papendrecht.nl/oekraine)
- Sliedrecht: [www.sliedrecht.nl/oekraine](http://www.sliedrecht.nl/oekraine)

### Housing

If you are searching for housing in one of the municipalities in this region, contact the municipality or call the police at 0900-8844 (Dutch and English).

Are you staying with someone else and are you searching for other housing? Contact the municipality where you are staying or that you want to move to.

#### Phone numbers of the municipalities:

- Alblasserdam: 14 078 (from abroad: +31 78 77 08 301)
- Dordrecht: 14 078 (from abroad: +31 78 77 08 301)
- Gorinchem: 14 0183
- Hardinxveld-Giessendam: 14 0184
- Hendrik-Ido-Ambacht: 14 078 (from abroad: +31 78 77 08 301)
- Hoeksche Waard: 14 0186
- Molenlanden: 088 75 15 000
- Papendrecht: 14 078 (from abroad: +31 78 77 08 301)
- Sliedrecht: 14 0184
- Zijndrecht: 14 078 (from abroad: +31 78 77 08 301)

You will be taken to a reception centre as soon as possible. We will immediately try to offer you a place where you can stay for a longer period of time. You may also first be sent to the emergency accommodation in Gorinchem first. There you will receive a warm welcome as well as food and a place to sleep. From there we will make sure that you are transferred to another reception centre as soon as possible, where you can stay for a longer period of time. If our reception centres are full, we will ensure that you get a place in another region.

### Support in the reception centre

There are people at almost all reception centres who can help you. You can contact them with all your questions. The site manager liaises with the municipality and the safety region. Arrangements have also been made at all sites so you can receive care quickly if you need it. Enquire with the site manager.

### Housing on a ship

We live in a region with plenty of water. Some of the accommodation is on a cruise ship. These Rhine cruise ships are intended for sailing holidays.

### Which ships are being used as reception centres?

Currently there are two ships:

- Bellissima in Zwijndrecht

This ship has double rooms with your own bathroom in the cabin. There is Wi-Fi on board and a number of central areas for cooking and such. Watch the [video](#) for more information about this ship.



- BellRiva in Dordrecht

This ship has double rooms with your own bathroom in the cabin. There is Wi-Fi on board and a number of central areas for cooking and such. Watch the [video](#) for more information about this ship.



### **Who can stay on these ships?**

Unfortunately pets are not allowed on these cruise ships. We also cannot accept children under the age of 12. Children under twelve years of age sometimes climb on things without thinking and this is unsafe when you are on or near water.

### **Is the accommodation on cruise ships safe?**

The accommodation on cruise ships is safe. These are large ships. The ships are moored at a quay and there are ship gangways so you can safely exit or board the ship.

## **Registration/Registration and living allowance**

To receive a living allowance and to be able to benefit from other assistance, it is important that you register with the municipality. Even if you are only planning to stay in the Netherlands for a short time. You can register with the municipality where you are staying.

## **Health care**

You can find information about national health care at [www.refugeehelp.nl](http://www.refugeehelp.nl). Arrangements have been made at all reception centres so you can receive care quickly if you need it. Enquire with the site manager.

### **Corona/COVID19**

Information about the coronavirus, government advice and vaccination can be found at [www.pharos.nl/коронавірус](http://www.pharos.nl/коронавірус) (also in Ukrainian). Do you want to be tested for COVID? Make an appointment with the GGD (Gemeentelijke Gezondheidsdienst/Municipal Health Department) by calling 0800-1202. If you have any questions or concerns, you can contact the site manager of your reception centre. Contact the local doctor if you are staying with private individuals.

## **Transportation**

Ukrainian refugees travel for free on all public transport in the Netherlands during their flight. You can find more information at [www.ov-nl.nl/vrij-reisrecht-voor-oekraiense-vluchtelingen](http://www.ov-nl.nl/vrij-reisrecht-voor-oekraiense-vluchtelingen) (in Dutch).

## **Safety**

### **Emergencies**

Emergencies: call 112.

You can find general information about safety and help online at [www.refugeehelp.nl](http://www.refugeehelp.nl).

### **Safety of your accommodation**

Please contact your site manager if you feel unsafe in your reception centre. If you are staying with someone in their home and you feel unsafe, please call the police at 0900-8844.

## Coercion, exploitation and work conditions

For help and assistance with coercion and exploitation, contact [www.comensha.nl/en](http://www.comensha.nl/en) (in English). For help and advice on work conditions, contact [Fairwork](http://www.fairwork.nu/uk/домашню-сторінку) at [www.fairwork.nu/uk/домашню-сторінку](http://www.fairwork.nu/uk/домашню-сторінку) (also in Ukrainian).

You can also find more information in:

- the flyer in Ukrainian
- the flyer in English
- the flyer in Dutch.

## School, daytime activities and work

### School

The municipalities in our region are working together to offer appropriate solutions for education. As soon as more is known about regional solutions, we will provide an update here.

If you have any questions about education at the moment, contact the municipality where you are staying.

### Daytime activities

[www.refugeehelp.nl](http://www.refugeehelp.nl) will connect you with organisations that offer various activities, such as Dutch language lessons or sport, music and theatre activities for children through the Youth Fund for Sport and Culture. The municipality where you are staying may also organise activities and/or meetings.

### Work

Check [www.refugeehelp.nl](http://www.refugeehelp.nl) for more information.

### Want to help?

Do you want to offer help during your stay in the Netherlands, for example by helping with education or activities for other refugees from Ukraine? Contact the municipality where you are staying to discuss what is possible. There are also various options at the national level, check [www.refugeehelp.nl](http://www.refugeehelp.nl).

## Pets

You can find out what to do if you brought a pet at [www.refugeehelp.nl](http://www.refugeehelp.nl). If you bring a pet to a reception centre, have the site manager arrange for your pet to be checked by a vet and receive the necessary vaccinations and passport.

If you are staying with a host family, check if you need to make arrangements for your pet at [www.nvwa.nl/onderwerpen/oorlog-in-de-oekraïne/informatie-voor-vluchtelingen-met-huisdier](http://www.nvwa.nl/onderwerpen/oorlog-in-de-oekraïne/informatie-voor-vluchtelingen-met-huisdier) (also in Ukrainian, Russian and English).