



Dear guest,

We are very happy that the introduction to your host family was successful! We sincerely hope that the stay will be pleasant for everyone. To help you with this, we have listed the most important information for you.

RefugeeHelp

RefugeeHelp is the online starting point for Ukrainian refugees in the Netherlands. Here you will find important and up-to-date information on a large number of topics: medical care, education, work, housing, leisure activities, legal and financial affairs. The website is available in several languages. **www.refugeehelp.nl**

RefugeeHomeNL

The RefugeeHomeNL website contains a lot of information about living together in a Dutch host family. This website is also available in different languages. **www.rhnl.nl**

Red Cross helpline

Is the stay not going according to plan? Do you have concerns or doubts? The Red Cross helpline is happy to assist you: Whatsapp +31 (0)6 481 580 53

Support hotline

The Council for Refugees offers a support hotline for all your questions about your rights and obligations in the Netherlands:

- WhatsApp +31 (0)6 352 500 18 – daily from 9 am – 7 pm – English, Ukrainian and Russian
- By phone +31 (0)20 300 7000 – daily from 9 a.m. – 7 p.m. – Dutch and English
- Live chat on www.refugeehelp.nl – daily from 9 a.m. – 7 p.m. – Dutch and English

Contact during your stay

1. If you like it or need it, you can contact a volunteer from the Dutch Council for Refugees during your stay. The volunteer will answer your questions and can give you advice about your rights and obligations in the Netherlands.
2. Your host family is supported by a volunteer from the Salvation Army. This volunteer can help you make arrangements for a pleasant and safe stay.

Any questions?

Do you have any questions? Is something not clear? Then you can contact the Connector of RefugeeHomeNL. Preferably via WhatsApp.