



Dear host,

We are please to hear that the introduction to your guest 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.

RefugeeHomeNL

The RefugeeHomeNL website contains a lot of information about cohabitation. This website is available in several languages. www.rhnl.nl

RefugeeHelp

RefugeeHelp is the online starting point for Ukrainian refugees in the Netherlands. It contains a wealth of valuable information, which you can also benefit from as a host. The website is available in several languages. www.refugeehelp.nl

Handreiking POO

The national government has drawn up a guide for Private Reception of Ukrainians: 'Handreiking POO'. The document contains a lot of practical information about receiving guests and your role as a host family. Google 'Handreiking POO' for the most recent version.

Contact during the stay

1. You will be supported during your stay by a volunteer from the Salvation Army: the guest household support worker. The volunteer can help you make arrangements for a pleasant and safe stay.
2. During their stay, your guest can contact a volunteer from the Dutch Council for Refugees. The volunteer answers questions and advises on the rights and obligations of your guest in the Netherlands.

Support for your guest

Does your guest have questions or doubts that you can't resolve? Refer your guest to support via:

- The Red Cross Helpline - Whatsapp +31 (0)6 481 580 53 – 24/7 – English, Ukrainian and Russian
- The Support Hotline of RefugeeHelp – see www.refugeehelp.nl for the various options (by phone, WhatsApp and live chat)

Any questions?

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