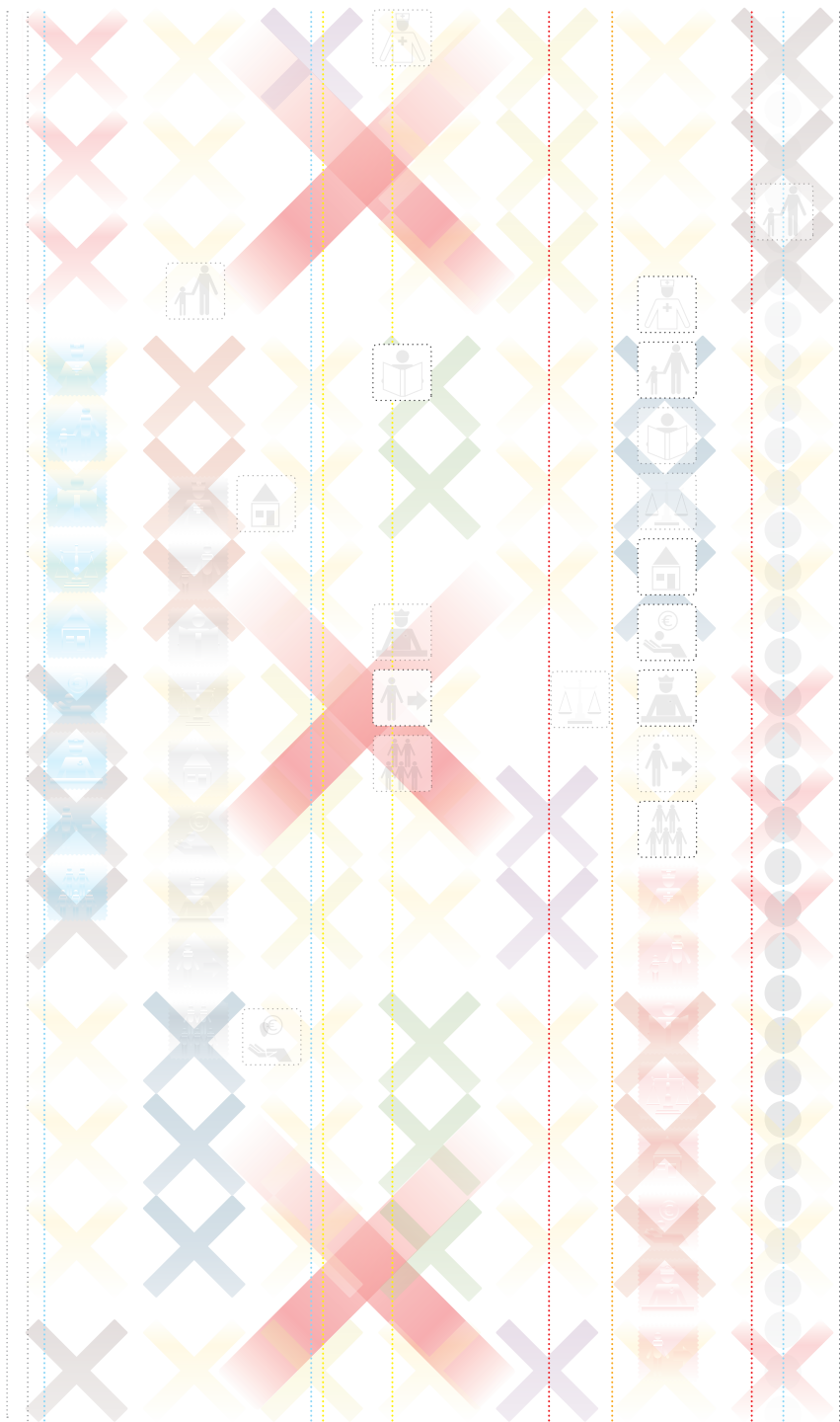


PASSPORT OF AMSTERDAM



Basic rights for people
without stay permit



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Introduction

Illegality will be punishable. Those who must leave the Netherlands, and do not, are currently already in violation and risks a high fine. For this reason even more people without a residence permit will be marginalised in society.

These are men and women, children and the elderly. People who have never applied for a residence permit, whose residence permit has expired or have their residence permit definitively rejected.

For people without residence permits needing help, the fear of being caught and deported, is a serious obstacle to actually seek help. Social workers wonder whether they can offer help to people without a residence permit. Or whether any help offered is a criminal offence and what services and assistance may still be granted.

Even persons living in the Netherlands without the valid residence permit has some basic rights enshrined in international treaties. Providing assistance to an undocumented is not illegal, even under the more stringent laws and regulations.

The goal of the Passport of Amsterdam is twofold

- Informing people without a residence permit of their rights and where they can travel to Amsterdam for advice and help.
 - Informing those working in the help and service community in Amsterdam about the fact that people without a residence permit can be helped - and sometimes must - be.
- Moreover, we ask consideration and understanding for the vulnerable position of many undocumented workers.

We hope this guide helps to inform undocumented people about what care and services can be requested and provided. To protect the basic rights of people without a residence permit in Amsterdam.

A similar guide is presented on March 21, 2012 in ten Dutch cities. It is published and distributed by aid agencies for people without a residence permit in the Netherlands.

We have tried to be as complete as possible. In June, a reprint will appear in which will be criticism, experience and additions of organizations will be processed.

Comments, corrections and additions are welcome at:
basisrechten@askv.nl

On behalf of the initiators

ASKV / Steunpunt Vluchtelingen
Dokters van de Wereld
Het Wereldhuis

March 2012



Medical Care

People with stay permit have a right to emergency medical treatment. This means that the patient must be availed of all the medical care which a doctor deems necessary for the well being of that patient. Many care givers are unaware of this legal requirement, as are many undocumented. For example, people believe that individuals without stay permits are only entitled to the most basic first aid, this is not the case.

May I see a doctor?

In the Netherlands you have a right to health care, even if you do don't have a stay permit. Therefore you may certainly make an appointment to see a doctor. Every doctor has a legal duty to treat you, regardless of whether or not you are 'legally' in the Netherlands and regardless whether you are insured or not.

Am I obliged to tell the doctor that I have no stay permit and therefore no health insurance?

It is important that the doctor is made aware of your situation here in the Netherlands. All information which you give to a doctor is confidential. They are forbidden to share information with either the police, or the immigration authority.

What should I do if I am unable to pay the medical bills?

In principal you are liable for all of your medical costs. However, a doctor may not refuse you treatment because you are unable to pay these costs. If you are unable to pay, then it is important that you tell this to the doctor right at the start. Even if you have explained that you are unable to pay, the doctor may still send you a bill. Always react to his bill, explaining why you are unable to pay. It may be possible to arrange smaller monthly payment to your mutual benefit. It may be possible for the doctor to claim a portion of his expenses back from the Board of Insurance (College voor zorgverzekering - CvZ), but only if you make it clear to the doctor that you are unable to pay the bill. Ask him to look up www.cvz.nl (see financing and uninsured foreigners)



What is the CVZ agreement?

The Board of Insurance (College voor zorgverzekering - CvZ) is a country wide organization which aims to cover some of the costs of uninsured people who have received medical treatment, yet are unable to pay. Further information on their work can be found at the following site:

www.cvz.nl/financiering/zorg+aan+onverzekerbare+vreemdelingen
infoillegalen@cvz.nl

Tel: 020 - 797 89 47

for addresses see page 47

What kind of help am I entitled to?

A doctor is obliged to give you 'appropriate and reasonable' help. You have a right to emergency help. Emergency help is the term given to the basic health care insurance of all health care policies.

With which doctor may I make an appointment?

In the Netherlands one must first see a General Practitioner. They will discuss and possibly treat your condition, or he may refer you to a specialist for further treatment. All doctors in the Netherlands are bound by the rules of the CVZ. It may even be the case that the doctor is unaware of this, in which case you may let him see the information in this pamphlet.

How do I find a General practitioner (GP)?

There are too many GP's in Amsterdam to list here. In case you become ill, you can make an appointment to see a doctor in your neighbourhood. Most doctors work within their own postal district, this is to be available at short notice should someone become too ill to visit the doctors office, and require a home visit. This is the reason why the doctor will ask you for your home address (this information is strictly confidential and may not be given to any other parties, except other doctors) If you have no home address, it is always best to tell the doctor this. Try to find a doctor in your own neighbourhood, or ask friend for recommendations. You may also try the internet to find a doctor suitable for you. www.kiesbeter.nl



type in your post code to find a doctor in your neighbourhood

www.gezond.amsterdam.nl

www.zorgkaartnederland.nl/huisarts/amsterdam

If you need help finding a doctor in Amsterdam, you can also try to contact Dokters van de Wereld.

www.doktersvandewereld.org

for contact details see page 48

Important

Phone or visit the doctor to make an appointment, ask if you may register by him as a regular client. In the case of an emergency, always tell this right at the start, write down the number so that you have it handy for when you need it. If the doctors office is closed, then you can call the central information number: 088 - 0030600 (Amsterdam area)

It is best to always see the same doctor, as he will be familiar with your situation and medical details. In most cases it is possible to ask to be seen by a female doctor.

- For medicines, the doctor can give you a prescription for the pharmacy.
- For further examinations or treatment, the GP can refer you to a specialist a hospital.
- Prepare the visit to the doctor. What exactly is your complaint?
What would you ask the doctor?

Where can I go if I can't find a doctor?

If you do not have a doctor, you can visit the Kruispost, which is a place where voluntary doctors work. The Kruispost provides medical and psychosocial care to uninsured and undocumented people in Amsterdam. Uninsured are asked for a donation, people who do have an insurance will be asked to pay the full consultation fee (general rate).

www.oudezijds100.nl

for contact details see page 49

What can I do in an emergency?

For urgent issues, please call the doctor during the day. Tell at the phone it's urgent. Evenings or weekends call the Centrale Huisartsenpost in Amsterdam. It is important that you are familiar with a doctor in Amsterdam. Make sure you and your family are registered with a doctor practice.

Centrale Huisartsenpost Amsterdam Tel: 088 - 00 30 600

Opening hours: between 17.00 pm and 8.00 am, and weekends

The cost depends on the care needed. If you can not pay and that is demonstra-



ted, then the doctor will be reimbursed by the CVZ. In acute situations, such as an accident or life threatening situation:

- Call 112 for an ambulance (toll free).
- Or go to the emergency room of the nearest hospital.

Can I go to the pharmacy for medication?

If the doctor or specialist has given you a prescription for the pharmacy for medication and you can not pay them yourself, you need to t one of the listed locations in Amsterdam. At the pharmacies on page 47 you can get medication, even when you can not pay everything in advance. Not all medications are covered. Medications without a prescription in any case are not covered.

Can I go to a physiotherapist?

You can go to the physiotherapist but the first 12 treatments you will have to pay yourself. Only after 12 treatments can the physical therapist declare the costs at CVZ. After it has been shown that a physical therapist really is medically necessary and you can not afford the treatment itself. On the website of the municipality of Amsterdam under the heading 'Gezondheid' you will find the social map in which you can find a physical therapist in your area. www.amsterdam.nl

Can I visit the dentist?

You can go to any dentist and dental care for adults but should always pay yourself. Dental treatment for children younger than 18 years can be reimbursed by CVZ. To find a dentist in your area, please visit the website www.kiesbeter.nl. Dentists use their own prices. For comparing prices, visit www.vergelijkmondzorg.nl. This independent website compares prices of dentists in a particular zip code area. If you can not afford the dentist but have severe toothache, you can also go to the dentist of the Kruispost. This dental care is offered twice a month. A contribution for a consultation or material is requested. See also: www.oudezijds100.nl

for contact details see page 49

Can I go to the hospital?

You can go to the hospital only with a referral from your GP. If you have no residence permit and stay in Amsterdam, you should make an appointment with the OLVG or AMC hospital. These hospitals are affiliated with the CVZ scheme. As it is clear you really can't afford the costs of treatment, the hospital can claim the cost of the CVZ.

for contact details see page 47

Important:

In acute and life threatening situations you can always contact the emergency room of any hospital to Amsterdam. In that case no referral from the doctor is needed.

Can I go to a psychologist or psychiatrist?

If you suffer from psychological problems such as severe anxiety or depression, you can get help from a psychologist or psychiatrist. Again, you must first see a GP. The physician determines whether the psychological symptoms are so severe that a referral for a specialist is mandatory. In that case you get a referral note. The CVZ is also available for mental health issues.

If a physician has determined that a treatment is medically necessary and you can not access mental health care, please contact one of the following organizations for mediation: Dokters van de Wereld, www.doktersvandewereld.org

.....
for contact details see page 48

or Medical Relief Project Undocumented

(Medisch Opvangproject Ongedocumenteerden-MOO) www.askv.nl/moo

.....
for contact details see page 49

Important:

- In case of serious problems and life threatening situations to you or people around you, please call the GP. If the patient has no family doctor, call 112. Please note: this only in very severe and life threatening situations!
- For some treatments there is a waiting list in Amsterdam (eg trauma treatment). If you need assistance during the waiting period, please indicate this on your GP. Perhaps your doctor can alleviate symptoms by talking to you or to prescribe certain drugs.
- In case there is a danger of suicide (suicide) attempt you can anonymously call 113. This is a free helpline 24 hours a day. Through this helpline you can talk with an expert about your problem. If necessary they can also contact with a counsellor. See also: www.113online.nl

Who can I contact when i suffer a contagious disease?**HIV and STDs**

Having different sexual contacts can cause transmission from diseases. If you have had several sexual contacts, it is important to know whether you are in-



infected with these diseases. At the Municipal Health Service (GGD) you can get free and anonymous testing. The GGD can also help you with the treatment. At the STD clinic (STD stands for Sexually Transmitted Diseases or STDs) from the GGD Amsterdam you can get a free inspection and, if necessary, treatment of STDs. See also: www.gezond.amsterdam.nl/InfectiousDiseases-hygiene/STD-HIV

More information about STDs and HIV can be found on the website of SOA AIDS Netherlands: www.soaids.nl or through the help and information line, phone 0900 - 204 20 40 (10 cents per minute). Another option is to ask your questions by e-mail via infolijn@aidsfonds.nl.

Sexual related matters

The organization Sense offers advice and treatment for sexual matters. For all questions about venereal (STD / HIV), (un) wanted pregnancy, abortion, sexuality and contraception, you can contact Sense. Also here an IUD can be placed to prevent pregnancy. Sense is located at the STD clinic of the GGD. There is a separate website: www.sense.info

for contact details see page 48

Tuberculosis

Tuberculosis (TB) is an infection which is regarded as a serious health problem. TB can be especially harmful to the lungs. The disease may be contagious. Complaints associated with tuberculosis are coughing, coughing up blood, fever, night sweats, fatigue and decreased appetite. If you suspect you are infected with tuberculosis or if you have been in contact with someone who (presumably) is infected, then you can get tested at the GGD. The treatment is free, if needed. To make an appointment with the GGD, you need a referral from your GP or a doctor of the Cross Post.

for contact details see page 48

I'm pregnant, what should I do?

If you are pregnant, you can make an appointment with a midwife after three months. The OKC can refer you to an obstetrician. For the address of an OKC in your area, please visit: www.amsterdam.nl/okc. They will verify whether the pregnancy goes well and that you and your baby are healthy. The midwife ensures the delivery is arranged well in advance.

for information see Childhood and care page 14

Important:

In the Netherlands many women give birth at home with help from the midwife. Only if the midwife indicates that there are medical reasons (as a baby or the mother at risk during childbirth) for a hospital delivery, the costs may be reimbursed by the CVZ. If there are no medical reasons, only a home birth is reimbursed. Before delivery, all hospitals (not just the OLVG and AMC) can declare costs at the CVZ after it is made clear that the cost of treatment really can not be paid.

Maternity care helps the mother in the first days after childbirth. If you demonstrated that you can not pay for maternity care, this may also be reimbursed by the CVZ. Ask your midwife in what maternity care office you can sign best.

for information see Childhood and care page 14

Is it possible to get a healthcare insurance?

If you have no residence permit in the Netherlands you can not get a health insurance. If you are lawfully residing in the Netherlands, you are obliged to health insurance. People on working or tourist visa staying in the Netherlands are also obliged (travel) insurance. People who come from or have a residence permit in another EU country are obliged to health insurance, in the Netherlands or their own country. For more information and advice about health insurance, please call:

The National Ombudsman / Health Insurance Project.

Health insurance line: 0800 - 646 46 44

(free, Monday / Friday between 10.00 and 16.00)

Website: www.zorgverzekeringslijn.nl

I'm in a procedure, am I insured?

If you are in the process of applying for a residence permit is, you may be entitled to the special groups of foreigners Benefits Scheme (RvB regeling). This is a benefit of the Central Agency for the Reception of Asylum Seekers (COA), in combination with health insurance. In case there is a procedure, ask your lawyer whether you are entitled to COA.

If medical care is denied, what can I do?

Many doctors don't know the rules for people without a residence permit. It is therefore important to inform your doctor. You can ask him to look at the website of CVZ (www.cvz.nl, under 'financiering' and then 'zorg aan onverzekerbare vreemdelingen'). Or you can contact the Dokters van de Wereld.



Dokters van de Wereld / MEDOC Project

The Medoc project of Doctors of the World focuses on access to medical care. Many undocumented people find it difficult to ask for medical care and often do not know where to start. Through the nationwide Helpline and consultation hours you can ask questions and get information about your basic rights and opportunities. Also, Dokters van de Wereld mediates when you do not get needed care because you don't have insurance. You can request the Medoc project for:

- Information about your rights, obligations and access to medical care;
- When you are denied treatment because you are an undocumented foreigner, Dokters van de Wereld offers mediation. They will contact the caregiver or institution.
- A booklet MEDOC (a mobile medical record). This booklet contains all of your medical data. You can book them when you visit a doctor.

Medical information may also be kept in this booklet. This way you have a 'mobile medical record' to take to any medical appointment.

Helpline of Dokters van de Wereld: 020 - 408 34 24

Leave a message with your name and phone number Dokters van de Wereld will then get back to you. www.doktersvandewereld.org

for contact details see page 48

You can also contact Lampion, a national knowledge and advice centre on care for undocumented persons (only by telephone: 030-234 98 55 on Tuesday and Thursday 10.00 - 14.00).

Childhood and care

In the Netherlands all children, including undocumented children, have the right to protection, healthcare, education and other basic services. These rights are set down in different laws, conventions and also in the Dutch constitution. In daily life ignorance of the rights and also obligations of undocumented children can cause problems. It is none the less extremely important that all those who play a role in children's lives are aware that all children have the same rights irrespective of whether or not they are documented. Even if you are undocumented you can still receive support and assistance in caring for your child. More information: 'De kleine gids, rechten van kinderen zonder papieren, 2011'.

What should I be aware of after my child is born?

There are two important things: healthcare and registering the birth. For healthcare you can go to a parent and child centre (OKC) and for registration your local municipality/council office.

I have had a baby, must I register it?

Every child born in the Netherlands must be registered within three days after birth at the municipality. This is called 'geboorte aangifte' (birth registration). The municipality makes the birth certificate. It is extremely important that a child has a birth in later life to prove who their parents are and where they were born. Keep the birth certificate in a safe place. The municipality cannot refuse to register your child.

The registration must be done by somebody who was present at the birth. A parent without a residents permit can also register the birth. Because the thought of registering your child as an undocumented parent could cause anxiety, it is possible for someone else with valid Dutch identification (for example the midwife or a neighbour) who was also present at the birth to do the registration on your behalf.

Important: Officials working for the local authorities are not expected to trace or report people without documents. Your child's details will only be shared



with the GGD (Public health service) who will use the information solely for public health purposes such as vaccinations. The information is confidential and will not be shared with third parties.

See www.amsterdam.nl for more information.

Which nationality will my child have?

A child born in the Netherlands with undocumented parents does not automatically receive Dutch citizenship. A child's nationality depends on the citizenship law of the country/countries of origin of the parents. Usually the child will receive the same nationality as its mother. If the parents are married or the father acknowledges the child, then the child will usually receive the nationality of the father. If the father is Dutch, then the child will receive Dutch citizenship if the father acknowledges the child before the age of 7. If the Dutch father acknowledges the child before its birth the child automatically receives Dutch nationality and citizenship.

Can my child be acknowledged by its father?

Acknowledgment means that the child's father acknowledges that he is the legal father. If the parents are married, the father does not need to acknowledge the child; this happens automatically. If the parents are not married the father needs to acknowledge the child before or after the birth. If the mother is not Dutch it is extremely important that the father acknowledges the child (preferably before the birth).

Acknowledgement by undocumented parents

Even if both parents are undocumented and not married a child can be acknowledged at the municipality. Both parents need to have (non-Dutch) valid identification and a legalised and verified proof that they are unmarried. This proof can be obtained from the municipality in the country of origin. (see also: De Kleine Gids, rechten van kinderen zonder papieren, 2011, p. 65). For more information on the legalisation of documents please see the following website: www.rijksoverheid.nl/onderwerpen/legalisatie-van-documenten/legalisatie-buitenlandse-documenten

Can my child get a residence permit?

If one of the child's parents has a valid residence permit then they can make an application for a residence permit on the child's behalf. The application must be submitted to the immigration services (IND) as soon as possible after the birth. It is important that the application is submitted correctly. It is advisable to seek help from a lawyer. If the necessary conditions have been met your child may be eligible for an allowance (Rvb: benefit provision for certain categories of aliens). The application must be made within 2 weeks of the child becoming eligible for the allowance. For more information see www.coa.nl

Who can help me with questions about pregnancy, parenting and child development?

The parent and child centre (OKC) is open to everyone living in Amsterdam, with or without papers. You can go to an OKC with any questions you may have about pregnancy, giving birth and postnatal care for mother and baby. They can also offer support and advice on the health of your toddler, primary school aged children and adolescents as well as information on healthy eating and play facilities. The OKC can also refer you to other organisations.

See www.amsterdam.nl/okc for an OKC in your area.

For more information see: www.zwangerinamsterdam.nl

How does the OKC work?

Parents and children can go to the OKC with all their questions on parenting and child development. The OKC is a partnership between obstetricians, midwives, child health care organizations and organizations supporting education and child development. The OKC helps you to monitor your child's development. Any concerns you may have will be taken seriously. Most services offered by the OKC are free, with a few exceptions.

Can I go to the OKC if I am pregnant?

Yes, the OKC will try to answer any questions you may have concerning your pregnancy and the birth of your baby. Pregnant women usually visit a midwife or obstetrician from the 12th week of pregnancy. The midwife looks after the health of mother and baby during pregnancy, monitors any potential problems and assists with the birth. Many women give birth at home but babies can also be delivered in hospital if there is a medical indication.

For more information see the chapter on Medical care page 6



What support is available after I have given birth?

A child healthcare worker will visit you at home when your baby is 4 to 7 days old. Your baby will receive a hearing test and a heel prick (this test is offered to all newborns to test for certain rare disorders). In addition a nurse from the health clinic will visit you in the second week after the birth to get acquainted with you and to give information on the services provided by the OKC. You can ask the nurse any questions you may have. Anything you choose to tell them is entirely confidential.

What happens at the OKC clinic?

Doctors and nurses specialised in child healthcare work at the clinic. They will monitor the development of your child from birth to the age of 4. Your child will receive their vaccinations at the clinic. You don't need to worry about telling the clinic or OKC that you are undocumented. The clinic will treat all your details confidentially.

Can I go to the OKC for advice if my child is no longer a baby?

The children's health services overlap with the school health services (SGZ). This is for all children from the ages of 4 to 19. All children are examined at the ages of 5, 10 and 13. In addition to general health, healthy eating, school, sport and physical exercise, relationships and growing up are discussed. Between the ages of 4 to 19 you will receive three invitations for your child to attend the SGZ. Twice whilst they are at primary school and once at secondary school. You can call 020 - 555 54 72 if you want to make an extra appointment.

Where can I go if my child has behavioural or psychological problems?

Firstly you must visit your doctor (general practitioner). They will discuss with you the form of treatment or support that is most appropriate. If necessary the doctor can make a referral to the youth GGZ (mental health services).

www.jeugdggz-amsterdam

This organization offers help and support to children and young people with psychological or psycho-social problems that are sufficiently serious to jeopardise their development. Undocumented children are also entitled to this help. Treatment can consist of individual sessions, family sessions, and conversations with parents, group sessions, medication or a combination. It is important to



inform the mental health services that your child is undocumented as soon as possible. The mental health practitioner is obliged to send you bills at the beginning of the treatment. Once it has been demonstrated that you are unable to pay the practitioner will be able to declare his or her bill to the CVZ (health insurance organisation). If your child needs to be admitted to a mental health institution, this institution needs to have a contract with the CVZ.

See www.cvz.nl for more information.

See also the chapter on Medical care page 6

Where else can my child go for advice?

Child line

If your child wants to talk about loneliness, bullying or abuse they can call this number. A member of staff will listen and refer them to another organisation if necessary. They are available every day between 14.00 and 20.00 on 0800-0432. The call is free. For more information see www.kindertelefoon.nl

Youth information point (JIP)

The gives JIP gives information and advice about work, school, drugs, money, housing, rights and obligations, sex and free time. All questions are anonymous and there is no charge. See www.jip.org for more information. The site also contains other useful information. It is also possible to ask questions via e-mail.

Independent Young Mothers

This is an organisation for pregnant girls and young mothers. They can provide the help, advice and courses that you may need as a young mother.

For more information see www.tienermoeders.nl

Youth centers

In the big cities every neighbourhood has a youth centre. Young people can meet one another, use the internet participate in sport and fitness activities, workshops and excursions. See www.socialekaart.amsterdam.nl for more information and addresses. Some youth centres are for girls in particular.

Kids clubs

Many youth centres have special activities for young children.



Do I have a right to child benefit?

Child benefit is a monthly payment to the parents of children under the age of 18 to help them meet the costs of bringing up a child. Although undocumented parents also need money to look after their children they are not eligible for this payment. In some individual cases lawyers have successfully argued that the Convention on the rights of the child entails that all children should receive this support.

As an undocumented parent you can apply for child benefit if you have resided in the Netherlands legally 'for a certain period', for example if you have applied for a residents permit and were permitted to remain in the Netherlands whilst waiting for an answer. The period that you must have been 'legally resident' has not yet been decided by the courts.

Important: If you are in a procedure for a residence permit you can apply for child benefit. If you are not currently legally resident but have been so for 'a certain period' in the past it is a good idea to apply for child benefit.

How do I apply for child benefit?

You can apply for child benefit using a form that you can download from the social insurance bank (SVB) including a description of your personal situation and the court decisions. For more information on applying and the court decisions please see www.iLegaalkind.nl

For more information and assistance please contact Defence for Children: www.defenceforchildren.nl

Am I entitled to child allowance?

Child allowance is a monthly payment to families with a low income. You are only entitled to child allowance if you are eligible for child benefit. The courts have recently decided that child allowance, as well as child benefit, should be accessible for parents without documents. You can apply for child allowance at the tax office: www.belastingdienst.nl

For more information and assistance please contact Defence for Children: www.defenceforchildren.nl

What happens if I lose my home?

The Dutch courts have decided that parents and children should not be separated only because they have become homeless. If a family becomes homeless

the authorities must provide adequate shelter. If you become homeless please contact: www.defenceforchildren.nl. If necessary they can find a specialized lawyer for you. In some cases municipalities have agreed to subsidise housing for undocumented families.

Important: An application for assistance from the municipality needs to be made correctly. Defence for Children have developed special guidelines for doing this. (See for application's with the council: De Kleine Gids, rechten van kinderen zonder papieren, 2011, page 88 to 94). For more information regarding an application for support for an undocumented child from the municipality please contact Defence for Children: www.defenceforchildren.nl

What does child services do?

Child services offers support to parents and children if there are serious problems with the upbringing. Child services are also accessible for undocumented children but undocumented parents are not entitled to assistance. There are extra conditions attached for assistance to children. (De Kleine Gids, rechten van kinderen zonder papieren, 2011, p. 65)

Child services are reimbursed for any costs they may incur if the parents are unable to pay. Only if parents neglect or abuse their children can their children potentially be placed into care.

Education and adult education

All children in the Netherlands have a right to education. The right of all children to schooling is established in national and international treaties and laws. Education is not only a right but also an obligation for all children. This also applies to undocumented children. Adults without a residence permit can only follow educational courses at small non-governmental organisations in Amsterdam.

Primary and secondary school

Can my child go to school?

They can and they must. Your child can go to school from the age of 4. It is compulsory for all children between the ages of 5 and 18, including children without a residence permit, to go to school. Schools are given the same compensation for documented and undocumented children. The school is responsible for the correct registration of your child. As a parent you must insure that your child attends school. 16 and 17 year olds are permitted to follow a combination of vocational training and schooling.

Important: The Ministry of Education has forbidden schools from cooperating with any attempts to trace or identify undocumented children.

How do I enrol my child?

As soon as your child reaches the age of two you can register them at one or more primary schools in Amsterdam. Schools are not allowed to refuse undocumented children. Some schools however have a waiting list which may mean that they cannot accept your child. Your child can attend primary school from the age of 4. Most children also attend school from this age. From the age of 5 your child is obligated to attend school. For schools in Amsterdam see: www.amsterdam.nl/onderwijs-jeugd/basisonderwijs

If you need help finding a school you can contact your local OKC:
www.amsterdam.nl/okc

for contact details see page 50



Is my child entitled to special-needs education?

Special needs education is for children who are unable to attend a regular school due to, for example, learning and behavioral problems or physical, sensory, cognitive or other limitations. This form of education is also available for undocumented children. The registration of children for special-needs education can be complicated. The website www.iLegaalkind.nl describes the procedure for registering an undocumented child for special-needs education.

Can I send my child to a secondary school of my choice?

At the age of 12 most children transfer from primary to secondary school. The choice of secondary school is closely connected to your child's abilities. VMBO trains pupils for vocational education or in some cases, the HAVO. The VMBO qualification takes four years to complete. The HAVO takes five years and can lead to a higher vocational qualification or to Preparatory Scientific Education (VWO). Secondary school at VWO level takes six years. A completed VWO education gives access to further study at higher vocational college (HBO) or a university. For more information about secondary schools in Amsterdam please see: www.amsterdam.nl/onderwijs-jeugd/voortgezet-onderwijs

What can I do if a school refuses my child?

Most schools in Amsterdam are aware that undocumented children have a right to education. Nonetheless, if your child is refused you can show the school this booklet or contact a support organisation that can mediate on your behalf. For more information about education and registration see www.iLegaalkind.nl

Are there costs associated with participation in secondary education?

Schooling and schoolbooks are free. However, in many cases the school will request a voluntary contribution from parents. This is used to pay for extra-curricular activities such as excursions or work experience. If you are unable to pay this does not mean that your child cannot participate in these activities. You can always discuss your situation with the school and explain why you are unable to make the contribution. Some schools will waive the contribution but not all schools are able to do so. If you are truly unable to find the money it is sometimes possible to get assistance.



What help can I get if I can't afford school contributions?

Most schools have an emergency fund so that undocumented pupils can participate in extracurricular activities organised by the school. If you can't pay and the school is also unable to waive the costs then additional educational expenses can sometimes be financed by 'the Learning without papers' fund. See www.lerenzonderpapieren.nl for more information.

If you have any questions please send an e-mail to: info@lerenzonderpapier.nl. If your child needs special transportation to and from school see this website: www.programmavcp.nl/vervoer/leerlingenvervoer

What help is there for my child's activities outside of school?

For a contribution towards the cost of activities (eg sports, music, dance, theater, etc.) of your child, by the school or by an organization involved in the education of your child is, an application can be submitted to Amsterdam the Youth Sports Fund and the Youth Culture Fund. These funds also offer financial aid to undocumented children. For more information and the conditions for an application: www.jeugdsportfonds.nl and www.jongerencultuurfonds.nl
The application should be made through the application form on the website.

Does my child have a right to a traineeship/apprenticeship or an internship?

Some traineeship/apprenticeships are formally considered 'employment' by the authorities and therefore require a special work permit. At the moment undocumented minors are not eligible for such a permit. However a traineeship/apprenticeship is often an essential part of a qualification. Not being able to participate in a traineeship/apprenticeship violates the right to education.

The government has not yet offered a solution for this problem despite agreeing to do so. In practice many undocumented children follow a traineeship or apprenticeship. However the employer can receive a fine.

Start Foundation has established a fund (Stoutfonds) to pay any fines that may be incurred by those offering a traineeship/apprenticeship to a young person without a permit.

See www.startfoundation.nl for more information.

Important: The rules regarding traineeship/apprenticeship's for undocumented children can change very quickly. It is important to be aware of the most recent developments:

www.defenceforchildren.nl

www.iLegaalkind.nl

Does my child have a right to a diploma?

If your child successfully completes secondary school they are entitled to a diploma, even if they are undocumented. A secondary school can award your child a diploma without encountering any problems. Often a diploma needs to be authenticated. If the school cannot do this you can go to the DUO-IB-groep or the Amsterdam municipality department of Civil Affairs. You do not need to show an identity document to do this. The diploma is important for your child's future, in the Netherlands or elsewhere. See www.ib-groep.nl for more information.

My child is 18, what now?

Dutch law states that a child may complete the school they are at when they turn 18. If you move they can also go to a different school with the same courses. Undocumented children can be denied access to a course if they apply after their 18th birthday.

Important: If a child is 'legally resident', for example because of an admissions procedure, they are permitted to start a new course. In this case they may not be denied access. Even if the child loses their 'legal residency' they can still complete the school they have been admitted to.

What about the costs of higher education?

If somebody is under 18 they do not have to pay tuition fees. Fees for higher education can sometimes be waived. This can be the case for students between the ages of 18 and 30 who are still legally residing in the Netherlands, for example because they are in an admissions procedure. A 'buiteninvoeringstelling' form can be downloaded from the DUO- IB-groep: www.ibgroep.nl

Adult education

Can I follow an educational course as an undocumented adult?

In Amsterdam integration courses at a ROC are not accessible for those who are undocumented. There are however a number of possibilities for following courses, for example Dutch language or computer classes. Some organisations offer home tuition. Please see the websites below for more information:

www.wereldhuis.org for contact details see page 52

www.sobamsterdam.nl for contact details see page 52

www.askv.nl for contact details see page 51

www.casamigrante.nl for contact details see page 51

www.stapverder.org for contact details see page 51

www.abcamsterdam.org for contact details see page 52

www.foundationuniversity.com for contact details see page 51

www.dominicusgemeente.nl for contact details see page 52

www.volksuniversiteitamsterdam.nl

Note: To study at a college or university a MVV permit must be requested in the country of origin.



Legal assistance and other rights

The right to legal assistance is considered a basic right in the Netherlands, also for those without a residents permit. Everybody who needs legal assistance but is unable to pay for it can have a substantial part of the costs reimbursed. This is enshrined in the Dutch constitution. A number of small social organisations in Amsterdam also offer socio-legal assistance and advise on any issues that you can't approach a mainstream organisation with.

Where can I go for legal advice over employment law, housing law, social law and family law?

You can visit the Legal Help Desk free of charge. The Legal Help Desk is an accessible advice centre. In principle the Help Desk should also help people without a residence permit. If an employee is not aware of this and refuses to help you because of your lack of a permit you can show them this booklet. If necessary the Help Desk can refer you to a lawyer. It is important that you take any documents that relate to your problem with you. See www.juridischloket.nl for more information.

for contact details see page 54
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Do I have a right to legal aid from a lawyer?

Even if you are undocumented you are still entitled to legal aid from a lawyer. You can ask a lawyer to start a procedure on your behalf if you have legal grounds to do so. Everyone who needs legal assistance but cannot afford to pay for it is entitled to have part of the cost reimbursed by the Legal Aid Board. Your lawyer will apply for this on your behalf. In principle your lawyer requires your social security or alien's number to do this. But even if you don't have one you can still go to a lawyer. Depending on your income you will have to pay a contribution (your partner's income is taken into account when your income is calculated). If the Legal Help Desk refers you to a lawyer you can get a reduction on your contribution. You will receive a 'diagnosis document' from the Help Desk to give to the lawyer. Some lawyers offer an initial free consultation.



How can I find a lawyer?

Depending on the nature of your problem you can visit one of the following websites:

Dutch Bar Association (all areas of law)

www.alleadvocaten.nl

For asylum and immigration lawyers you can also visit the following websites:

Association of asylum lawyers

www.vajn.org

Association of Migration law specialists

www.svma-web.net

What can I do if I have no money to contribute to legal costs?

If you are can't afford to contribute towards the legal costs, you must write a letter which clearly explains why you are unable to pay. You must also explain why you do not have a social security or alien's number. The alien's number (or V number) is indicated on your IND papers. If you have previously applied for a residence permit, you will have been given a V-number. An organisation familiar with your personal situation may be able to help you with drafting this letter. Your lawyer can then send the letter to the Legal Aid Board and request a reduced contribution.

Where can I go for legal and social support?

If you need help with writing letters or appeals or if you want help or advice with other practical issues, you can make an appointment with a social counsellor: In Amsterdam the social counsellors are divided by city area. Social counselling is organized by: Puur Zuid, Centram, Blankenberg, Dynamo, Impuls, Madi and Doras.

Support organizations for people without a residence permit often possess a lot of legal expertise. Some organizations have consultation hours when it is possible to speak with a lawyer specializing in (im)migration law. Some organi-

zations help all those without a residence permit, others only offer assistance to a specific group. Depending on your background, you can go for advice to:

www.deopendeur-amsterdam.nl (all) for contact details see page 53

www.stapverder.org (all) for contact details see page 53

www.wereldhuis.org (all) for contact details see page 54

www.askv.nl (ex-asylum seekers) for contact details see page 53

www.casamigrante.nl (Spanish speakers) for contact details see page 53

www.cocamsterdam.nl (homosexuals) for contact details see page 53

The WOU offers help to asylum seekers whose application has been rejected if there is legal perspective. Consultation hours: make an appointment

Tel: 020 - 470 46 98

E-mail: wou@diaconie.org

When am I eligible for the Provision for particular groups of aliens (Rvb)?

The Rvb is a scheme funded by the COA. It offers a financial support and insurance for different groups of people who are still in procedure. The Rvb applies to:

- Witnesses to, or those reporting, human trafficking during the reflection period and whilst waiting for a residence permit.
- Those awaiting family reunification or formation as long as they are legally waiting for a residence permit.
- Underage children as long as they are legally waiting for a residence permit.

Important:

You must apply for the Rvb within two weeks of becoming eligible for it. Download the correct COA form from the COA website: www.coa.nl

Can I register in the Amsterdam municipal database?

As an undocumented person you cannot register in the municipal database. If you are legally present in the Netherlands awaiting a decision on a procedure you can register. When you register you need to submit a valid identity document (for example a valid passport from your country of origin), a rental agreement, or if you are living in accommodation rented or owned by someone else, their signed permission plus a copy of their valid identity document. To register you must go to the municipalities 'Dienst Persoonsgegevens' in the Amsterdam town hall (Stopera) www.amsterdam.nl



Am I allowed to marry in the Netherlands?

Even if you don't have a residence permit you can still marry. In order to do so you and your partner will need a passport, legalised birth certificate and a legalised proof that you are not already married. These should be taken to the municipality in which the legally resident partner is registered. Here you can make an appointment for the marriage ceremony. In the Netherlands it is also possible to marry somebody of the same gender, the same rules apply.

If you marry somebody with the Dutch nationality, then you fall under Dutch law. If you marry in another EU country or somebody with a different EU-nationality in the Netherlands EU law applies. **Important:** The municipality is obliged to ask the alien's police to investigate whether a marriage is one 'of convenience': A marriage that takes place purely to obtain a residence permit. If this is not the case the marriage can go ahead. The alien's police will however have become aware of where you, an undocumented person, are living. This could result in your being detained by the alien's police.

In the Netherlands you can only marry in a church once the municipality has married you. For more information on legalisation of documents see: www.rijksoverheid.nl/onderwerpen/legalisatie-van-documenten/legalisatie-buitenlandse-documenten

Will my marriage give me a right to remain?

Marriage to a Dutch partner or a partner with a residence permit does not entitle you to remain in the Netherlands. You must first make an application for a residence permit to remain with a partner/spouse. In most cases you will have to apply for a temporary residence permit (MVV) at the Dutch embassy. In order to receive the MVV you need to pass the naturalisation abroad exam. Your partner in the Netherlands must also meet the income requirement. For more information over the MVV procedure see: www.ind.nl

If you are involved with a Dutch national in another EU country or with somebody from another EU country in the Netherlands, you will not need to follow the MVV procedure or meet the income requirement.

For more information see: www.buitenlandsepartner.nl

Important: For people without a residence permit the so called 'small undesirables declaration' can be a particular problem. It means that the Dutch authorities will withhold permission to return to the Netherlands for a particular pe-

riod if you have previously resided in the country illegally. Moreover a re-entry ban can be issued. If you are considering applying to remain with your partner in the Netherlands whilst you are still legally residing here (because you are still in procedure) consult a lawyer as quickly as possible. If you are no longer residing legally in the Netherlands but have a partner who meets the income requirement you should also ask a lawyer for advice.

What should I do if I do if I am not in possession of all the necessary documents?

It is not always possible to obtain all the documents you need in order to marry, because for example the necessary documents do not exist in the country of origin. If you can't get hold of a birth certificate then a notarised document issued by a magistrate with 4 witnesses could be an alternative. Another possibility is a sworn statement from the witnesses present at the wedding ceremony or a sworn statement given to the registrar. It is up to the registrar and the district judge whether this is possible. If the registrar refuses to cooperate then it is possible to request a statement from a court. If this is the case you can go to the Legal Help Desk for advice.

for contact details see page 54

Can I get a divorce in the Netherlands?

Yes, divorce is possible in the Netherlands if both partners live or have lived in the Netherlands, or if the partner who initiates divorce proceedings has been living in the Netherlands for at least 1 year.

In this case the divorce takes place according to Dutch law. This also applies to people without a residence permit. The partner (in the Netherlands or abroad) will need to be informed. A lawyer is needed for a divorce. You can go to the Legal Help Desk for advice and mediation.

for contact details see page 54

Housing and shelter

In principle people without a residence permit have the right to rent accommodation in the Netherlands. They cannot however rent a house requiring a housing permit. Sometimes only one of the occupants at an address is undocumented, which can cause serious problems. Many undocumented migrants cannot afford to pay rent by themselves. They are dependent on help from others. Undocumented migrants are often excluded from receiving support from mainstream organisations. This also applies in Amsterdam. For shelter, people without a residence permit can, under certain conditions, be given accommodation by civil society organisations although capacity is very limited. The right to food and shelter is set down in European and universal treaties. A number of lawyers specialised in this field have successfully argued that vulnerable people without papers, such as children and the sick, are entitled to receive support.

Am I allowed to rent a house as undocumented migrant?

Even if you have don't have a residence permit, you can rent accommodation in Amsterdam. You cannot however rent housing requiring a housing permit. If you have a rental contract, this is a valid legal document. The landlord may not terminate the contract simply because you are undocumented.

How can I find a place to live in Amsterdam?

If you don't have a residence permit you are not permitted to rent from a housing association (an organization offering relatively cheap social housing). You are only allowed to rent from a private landlord. This can be done in the following ways:

- Renting a self-contained flat from a private landlord.
- Renting a room or apartment with a shared entrance.
- Renting a room or apartment with a live in landlord.



Be careful in the following situations:

- If you are renting from somebody who is themselves living in the apartment. Often the owner has to give permission for renting out a room in the apartment. If so, this is written in the renting contract.
- If you are subletting from somebody who is not living in the apartment themselves. This is almost never with permission from the owner. If the owner discovers this both parties will be evicted.

Important: In Amsterdam the bureau ‘search light’ checks for illegal subletting. This is done in co-operation with the police. Prior to a control the landlord will receive a letter announcing the check. There is a risk that you may be apprehended if such a check occurs.

Can I apply for gas / light / water / television / internet myself?

If you are renting an apartment you can register with energy providers (gas and light), water, television and internet. These companies won’t ask to see your identity papers but they will want to see a rental contract and proof of a bank account.

Do I have a right to rent control?

If you are renting legally you are entitled to rent control. You don’t necessarily need a contract but must be able to prove that you are renting the property through, for example, proof of rental payments or if you can demonstrate that you are living at the address in question.

Rent control means that you can begin legal proceedings against an unreasonable rent increase or termination of the rental contract. The ‘Wijksteunpunt Wonen’ in your neighborhood can offer help and support. Wijksteunpunt Wonen employees give free information and advice about renting and living in Amsterdam. If necessary they can also help you to find a specialized lawyer. For opening hours see: www.wswonen.nl

for contact details see page 55

You can report any problems you may have with a tenant to the Meldpunt Ongewenst Verhuurgedrag: www.wswonen.nl

Am I entitled to housing benefit?

Housing benefit is for people who pay a high rent but have a low income. People without a residence permit cannot receive housing benefit. Moreover,

any other persons living at the same address will also lose their right to housing benefit if one of the occupants is undocumented. This does not apply to foster parents with an undocumented foster child.

Important: The European Court of Human Rights has recently asked questions concerning the right to housing benefit of a mother with a residence permit and her undocumented child. The court asked the Dutch authorities if they really think that the woman should force her child to leave her home in order to maintain her benefit. The Dutch authorities have not yet responded. The rights in this area are still in development. If you are in a similar situation you can go to a specialized lawyer for advice. The Legal Help Desk can give you advice and refer you to a lawyer if necessary.

for contact details see page 54

I don't have a residence permit, can I find a place to stay?

If you don't have a residence permit it is sometimes possible to find accommodation. This applies to people in procedure for a residence permit or asylum seekers whose application has been rejected.

Accommodation in an Asylum Seekers Center (AZC)

Asylum seekers have a right to accommodation in an AZC for the duration of their procedure. This also applies to people who have received 'postponement of departure on medical grounds'(article 64). In order to be eligible for 'postponement of departure' you must have a prior asylum application.

Postponement of departure must be requested from the IND. It will be granted if it has been established that you cannot travel or if a life threatening situation will arise within three months of your return. Postponement of departure is always granted to pregnant women 6 weeks before the birth and until the baby is 6 weeks old. Women and children cannot be put out on the street. They therefore may be entitled to accommodation in the 'family location'. Once the IND has decided to grant you a 'postponement of departure' you can request the COA to accommodate you in an AZC: www.coa.nl

Accommodation in a 'Family Location' (GOL)

The GOL is a particular type of AZC. You can be accommodated here if you have to leave an AZC because you are no longer legally resident in the Netherlands and you have children. The Committee for Social Rights and the Hague Court have decided that children should not be made homeless. This is why these children and their parents are brought to a GOL. This is a basic facility, focused on return to the country of origin. Children have the right to schooling at the



center. At present there are two GOL's, one in Katwijk and one in Gilze. If your asylum application is rejected and you don't have children your right to accommodation also ends. You will be put on the street.

For more information see: www.coa.nl

Families with children who have never asked for asylum but who have made another non-asylum related application for a residence permit are also entitled to this kind of accommodation. For more information care workers can contact the Dutch Refugee Council help desk: 020 - 346 72 50.

WMO:

Women's shelter

The women's shelter helps women who are a victim of domestic or sexual violence, including women without residence permits. The women's shelter receives money for the costs of accommodating women apply for a residence permit as a victim of domestic violence or under the B9 regulation.

for contact details see page 63

WMO:

homeless and crisis accommodation

The local council of Amsterdam is responsible for homeless shelters in the municipality (social accommodation). In principle people without residence permits are refused by the regular crisis and homeless. In some instances it is still possible to access this accommodation. It is necessary to initiate a legal procedure with a lawyer. You have a chance of winning such a procedure if:

- You are in a very distressing situation, for example you have children or are extremely ill and
- You cannot return to your country or do not have to return to your country of origin yet.

Important:

Rights in this area are still in development. The right to food and housing has been set down in European and International Conventions. A number of lawyers have successfully argued that vulnerable groups such as children and the sick should be guaranteed access to these things. If you are in a similar situation you can go to advice to a specialized lawyer, via the Legal Help Desk: **for contact**

details see page 54

Where can I find shelter in Amsterdam?

In Amsterdam a couple of civil society organizations offer accommodation to undocumented people under certain conditions. This accommodation is intended for those with a particular bond to the city. If you come from another municipality you should contact an organization in that area. Accommodation can sometimes be offered to someone who is in a promising procedure or if they are particularly vulnerable due to medical or psychological problems.

The number of places in Amsterdam is extremely limited.

for contact details see page 55

Where can I stay during the day?

There are several places in Amsterdam offering a daily program and services for homeless people with or without documents. You are welcome to get a coffee, relax or take part in activities. Some places offer help as well like counselling, food, shower and clothing.

for contact details see page 56



Work and human trafficking

People without a residence permit are not permitted to work and therefore often have difficulty providing for their financial needs. Those who do work are particularly vulnerable to abuse and exploitation. However, undocumented people are also entitled to protection from abuse. There are a number of organizations that work with and for victims of exploitation who can offer concrete help.

May I work if I don't have a residence permit?

In the Netherlands people without documents are not allowed to work. You are officially not allowed to volunteer. You will not receive a citizen service number (BSN) or a work permit. An employer is almost always required to verify these details. This does not apply if you are working in a private household and not a company. Private individuals are not required to check if their employees are documented.

An employer can receive a substantial fine if they employ somebody without documents. This applies to both private households and companies. However employment with a private individual is rarely checked or fined. In Amsterdam a few thousand 'domestic workers' work in private households, including many people without a residence permit.

Asylum seekers are permitted to work for 24 weeks per year. The asylum seeker must request a statement from the COA. The employer must request a permit from the DWI.

What rights do I have if I do decide to work?

If you are working then you have the same rights under Dutch law and in accordance with the CAO (Collective Labour Agreement, the employment conditions that apply in that sector) as other workers. The law regulates the minimum wage, minimum holidays, and protection from unfair dismissal amongst other things. The CAO arranges for example, working hours, wage levels for a particular job, the right to vacation.

If you are employed by a private household you are entitled to the minimum wage, 4 weeks of paid holiday and if you become ill a maximum of 6 weeks pay.

How can I claim my rights?

In order to claim your rights you need a work contract. This does not necessarily need to be an official paper contract; other evidence such as work or payment slips or statements from colleagues can also suffice. If you can demonstrate that you have worked every week for three months or at least 20 hours per month, for the same employer, it is assumed that there was a permanent contract.

If you are caught by the authorities working illegally, then you always have the right to demand wages for the period that you were working.

If it is proved that you were working under contract, it is assumed that you were working for at least 6 months. You can therefore claim up to 6 months back pay.

Can I join a union?

Yes, even if you have no residence permit, you can join a union. The FNV union has a special section for "domestic workers", cleaners without a residence permit. This section also has expertise on dealing with practical problems such as the fact that many people without a residence permit do not have a bank account. There are also several self-help organizations in Amsterdam that can help you if you have problems with your employer.

for contact details see page 60

When am I a victim of human trafficking?

You are a victim of human trafficking if you are forced to work under very poor conditions. Victims receive little or no pay. Moreover, they can not escape from this difficult situation because they are totally dependent on their boss. Some people are even imprisoned. Exploitation in the sex industry is the most common form of trafficking. But human trafficking occurs in all sectors, for example construction, horticulture and cleaning industries.



What are my rights as a victim of human trafficking?

Victims of trafficking always have the right to report this to the police. Even if you don't have a residence permit or passport, you can still report it in the Netherlands without the risk of being immediately returned. Do not let the police turn you away but tell them clearly that you are the victim of a serious crime. The police are obliged to take your complaint seriously.

Important: The police are also responsible for deporting people without papers. It is therefore advisable to take somebody with you, for example a counselor, when you make your report to the police. This prevents misunderstandings and the risk that you could be deported by mistake.

What protection do I get if I am a victim of human trafficking?

If you report to the police as a victim of trafficking you are given three months in which to decide whether you wish to press charges. This three month period begins after your first interview with the police. During this interview the police will ask you about your experiences but not in great detail. The police ask these questions in order to establish whether or not you are a victim and therefore entitled to the three month reflection period.

During the first interview you will receive information about your options and rights. It is possible to get (protected) accommodation. Once the three month period has passed you must decide whether or not you wish to press charges. If you decide to proceed you must give a detailed account of your experiences to the police. Once you decide to press charges you become eligible for protection under the B9 regulation.

Even if you decide not to proceed you may still be entitled to accommodation. For more information see: www.ilegalevrouw.nl

What is the B9 regulation?

The B9 regulation offers protection to victims of trafficking who have pressed charges. You then have a right to accommodation (if necessary at a secret location) and to medical and legal assistance. If you are unable to work you are will receive an allowance. The B9 regulation is a temporary residence permit which allows you to work and go to school. You are entitled to student grant. You may also rent your own house. The residence permit ends if there is a conviction or if the investigation is completed without leading to a conviction, or if the authorities decide not to proceed further with the case. The IND makes the decisions regarding residence permits.

Where can I get help as a victim of trafficking?

Victims of human trafficking can get help from Fairwork, an advocacy organization. For more information see www.fairwork.nl.

If you are a victim of trafficking in the sex industry you can contact the Prostitution and Health centre P&G 292. You can also go here for advice and assistance if you are working in the sex industry.

For more information see: www.pg292.nl

for contact details see page 60

Amsterdam has a coordination point Trafficking: Amsterdams Coördinatiepunt Mensenhandel, more information see: www.hvoquerido.nl/acm.html

for contact details see page 60

To make a report, help and advice you can also contact the national Coordination centre Trafficking, CoMensha (tel: 033 - 448 11 86).

See also: www.comensha.nl

for contact details see page 60



Police

In the Netherlands everybody has a duty to identify themselves. Anyone aged 14 and older must show a valid ID if the police requests it. Those without a residence permit are not able to show the proper papers. This means that they constantly live in fear of being detained. It is important to know when the police may ask for proof of identity and what can happen if someone can not identify themselves: someone without documents can then take this into account.

When can the police ask to see my identification?

The police and other officials are allowed to ask anybody to identify themselves if this is necessary for carrying out their work. An official is anybody who has a monitoring or controlling role. Controls can take place in public transport if you do not have a ticket, if you are working illegally, at big events and in busy entertainment areas, for example the Rembrandplein and the Leidseplein in Amsterdam. Also in areas where there is a lot of disturbance from, for example, drug users there may be extra controls. In addition there are regularly traffic controls at random locations in Amsterdam. If you commit even a small traffic violation the police can ask you to identify yourself. If you can't identify yourself with valid id you can receive a fine. If the police believe there is a 'reasonable suspicion of illegal stay' you will be taken to the police station for an interview about your identity. You are not obliged to answer the questions the police ask you in this interview.

When can the police enter my home?

Normally the police need permission from the person living there before they can enter a house. If there is a 'reasonable suspicion of illegal stay' the police can request authorization to enter your home without your permission. A 'reasonable suspicion of illegal stay' is presumed in the following cases: on the basis of information from the authorities, the police, traffic police, labor inspection or tips. Moreover it is permitted to search a place where people without documents have been discovered in the past. Other people present in a house, room or car can also be searched if one of those present is illegal.

Important: (Police) officials without authorization are never allowed to enter your home without your permission.

Are the police allowed to search my home and belongings?

Once there a 'reasonable suspicion of illegal stay' has been established the police may search your home and your personal belongings. The police do this in order to find information about your identity and country of origin.

Sometimes the police will approach your friends and acquaintances in order to question them about, for example, your nationality. They do not have to answer these questions.

What happens if the police suspect that I am staying here illegally?

If you are checked by the police and you are unable to provide valid identification then you can be detained for up to 6 hours. These are 6 'office hours' not including the night. It is possible that you may be expected to remain in the police station overnight. If it is not possible to establish your identity in this period it can be extended by another 48 hours. It is necessary to get permission from the chief constable for this. You can be transferred to a detention centre or you may be obliged to report to the police at regular intervals.

Important:

If you have been detained the police will seize your possessions, including your phone. It is advisable to memorise the number of somebody you can warn if this happens. In most cases you will be allowed to make 1 phone call.

What are my rights if I have been detained by the police?

A person without documents has the same rights as other suspects. You have the right to speak with a lawyer before you are interviewed by the police. The police must inform you of this right before interviewing you. There are different rules for minors. For more information see: www.om.nl

If you have a lawyer, it is a good idea to always have their details with you. Always give your lawyers name to the police immediately. If you don't have a



lawyer, you can look for the details of one on the website for lawyers. If you don't have a lawyer one can be provided for you.

Important: If you have any health problems or take medication you should inform the police immediately. You can always ask to see a doctor. If you are being treated by a doctor be sure to have their details with you at all times.

When will the police take me to a detention centre?

If you don't have a residents permit in the police suspect that you won't return to your country of origin on your own, they can take you to a detention centre. Detention in an alien's detention centre is a last resort. A lighter measure can be applied if forced removal is not possible, if for example there is a fixed address or a reliable private individual who can stand guarantor. Children should not be detained for more than two weeks. Children are not separated from their parents.

How long can detention last?

Alien's detention lasts a maximum of 18 months. After 6 months the IND must demonstrate that they are working to return you to your country of origin. If they can't then usually it is concluded that deportation is not possible. This is not the case if you are declared undesirable or if you do not cooperate with your return to your country.

If you have a passport and pay for your own ticket you can be released as you are considered to be cooperating.

Do I have the right to a lawyer whilst in detention?

If you are in a detention centre you are entitled to a lawyer free of charge. This can be either your own lawyer or one that has been assigned to you. If you object to your detention your lawyer can submit a complaint to the court. During the first court case they will examine whether you should have been detained in the first place and whether deportation is likely to be successful. All subsequent cases will only be concerned with whether there is still a realistic possibility that you will be deported. If your lawyer failed to appeal against the detention measure, this must be done by the government within 28 days.

Can I report a crime if I don't have a residence permit?

Anyone who is a victim of a crime should in principle be able to report this to the police. However, the police may request to see your identification. At the moment there is therefore still a small chance that you may be detained if you report a crime to the police in Amsterdam.

This will probably change soon. The police are currently waiting for a national directive allowing people without a residents permit to report a crime to be passed into law.

Until the directive is passed, it is best to ask someone else to report a crime on your behalf. In order to do this you must give this person permission (a short note with your name and signature stating who is making the report on your behalf and for which crime).

In some cases (unknown offender and not a serious crime) it is possible to make a statement by phone (tel: 0900 - 88 44) or by internet. You can also report a serious crime anonymously if you are known to the perpetrator. This can be done via Report Crime Anonymously (telephone: 0800 - 7000). For more information: www.meldmisdaad.nl

If you encounter any difficulties reporting a crime, ask a support organisation for help. These organizations often have their own contact person within the police force and are always more than willing to help!

for contact details see page 64

See also: www.politie-amsterdam-amstelland.nl



Return to your country of origin

An act criminalizing illegal stay has not yet been passed by the Dutch parliament. Nonetheless, many people who are currently residing in the Netherlands without a residence permit have already been penalized, since the government accepted the 'terugkeerrichtlijn' December 2011.

If you are discovered staying without a permit or your application for stay is denied, you have a duty to return to your country of origin. If you stay illegally you may receive a re-entry ban prohibiting travel into the EU. Because you are in the Netherlands, you are considered to be violating this prohibition and therefore receive a fine of up to Euro 3.800, - or six months imprisonment. This re-entry ban is not always applicable. For example: when you are victim of human trafficking. Or within two years after the end of your stay permit.

If you are here without permission you do not have the right to submit a new application. Also on this rule are exceptions for example a first asylum procedure, postponement of departure on medical grounds or in certain cases a second asylum request. For more information and exceptions see www.geenstrafbaarstelling.nl

IOM

(International Organization for Migration)

This government organization offers help to migrants worldwide. IOM in the Netherlands supports people without a residence permit who wish to return voluntarily to their country of origin. To encourage voluntary return a number of schemes have been developed to provide a financial stimulus to those wishing to depart. The IOM supervises these schemes, but they are paid for by the Dutch government.

The benefits provided include the flight and a few days of pocket money on arrival. See also www.iom-nederland.nl

for contact information see page 61

Maatwerk bij Terugkeer

The organization Maatwerk bij Terugkeer offers assistance to (rejected) asylum seekers who wish to return to their country of origin but are unable to do so without help. MbT can offer assistance tracing family members, finding out about medical care in the country of origin, education, accommodation, translation of documents, loans or help finding work. All these things can contribute to a successful reintegration.

In addition people with a disability who need assistance or those interested in information about treatment possibilities for particular diseases can also ask for help.

This is known as sustainable return as it is aimed at creating perspective in the country of origin. www.maatwerkbijterugkeer.nl (Information on the website in English, Dutch and French).

Bridge to Better Foundation

Bridge to Better offers people without perspective in the Netherlands a personal coaching program aimed at return. Bridge to Better facilitates starting a new life in the country of origin for example by learning how to write a business plan or training. www.bridgetobetter.org

for contact details see page 61

Social Development Cooperation (SDC) / het Wereldhuis

SDC offers courses and counseling for people who wish to return to their country of origin. This is coordinated together with the World House.

06-84150103 Coffi Bandoue-Bonsou

06-85710358 Georgina Amponsah

sdc.amsterdam@gmail.com

Mob: 06 - 22 82 14 72

info@wereldhuis.org



Important organizations and addresses

Medical care

Pharmacies contracted by CVZ:

Apotheek Ganzenhoef

Bijlmerdreef 1135 a
Tel: 020 - 695 44 01

Sumatra Apotheek

Sumatrastraat 92
Tel: 020 - 665 09 05

Mediq Maas Apotheek

Maasstraat 71
Tel: 020 - 664 10 38

Apotheek Zieseniss

Nassaukade 52
Tel: 020 - 684 37 46

Mediq Apotheek Wester

Postjesweg 99-101
Tel: 020 - 618 31 14

LLOYDS Apotheek Molenwijk

Molenwijk 20
Tel: 020 - 631 98 99

Hospitals contracted by CVZ

Onze Lieve Vrouwe Gasthuis (OLVG)

Oosterpark 9
Amsterdam Oost
Tel: 020 - 599 25 55
www.olvg.nl

Academisch Medisch Centrum (AMC)

Meibergdreef 9
Amsterdam Bijlmer
Tel: 020 - 566 91 11
www.amc.nl

Centrale Huisartsenpost Amsterdam

Tel: 088 - 00 30 600
Opening hours: between 17.00 pm and
8.00 am, and weekends
In acute situations, such as an accident or
life threatening situation:
• Call 112 for an ambulance (toll free).
• Or go to the emergency room of the
nearest hospital.

Agency for the Reception of Asylum Seekers (COA)

Rvb-formulieren
[www.coa.nl/NED/website/page.
asp?menuid=202](http://www.coa.nl/NED/website/page.asp?menuid=202)

The Board of Insurance (College voor zorgverzekering - CvZ)

A country wide organization which aims
to cover some of the costs of uninsured
people who have received medical treat-
ment, yet are unable to pay.
Postbus 320
1110 AH Diemen
Helpdesk Tel: 020 - 797 89 47
E-mail: infoillegalen@cvz.nl
[www.cvz.nl/financiering/zorg+aan+
onverzekerbare+vreemdelingen](http://www.cvz.nl/financiering/zorg+aan+onverzekerbare+vreemdelingen)



De Nationale Ombudsman/ Project Zorgverzekeringen

Zorgverzekeringslijn: 0800 - 646 46 44

(free of charge, Monday

thru Friday 10.00 am - 4.00 pm)

Website: www.zorgverzekeringslijn.nl

Dokters van de Wereld / MEDOC

(for information and mediation)

Nieuwe Herengracht 20

1018 DP Amsterdam

Tel: 020 - 465 28 66

Informationhour Dokters van de Wereld:

Het Wereldhuis

Nieuwe Herengracht 20

(metro stop Waterlooplein)

Wednesday 10.00 - 12.00.

Tel: 06 - 22 82 14 72

to make an appointment or walk by

Tuesday or Friday 2.00 pm until 4.00 pm,

or Wednesday 10.00 am until 2.00 pm

Stap Verder

Hoogoord 187a

(metro stop Bijlmerstation)

Monday and Thursdays 10.00 am until 1.00 pm.

Tel: 06 - 29 31 91 11

Helpline: 020- 408 34 24

www.doktersvandewereld.org

Equator Foundation

Equator Foundation aims to help traumatised refugees and victims of human trafficking in the Netherlands.

Nienoord 5

1112 XE Diemen

Tel.: 020 - 840 76 76

Fax: 020 - 625 35 89

Email: info@equatorfoundation.nl

Centrum '45

Stichting Centrum '45 treats people suffering complex psycho trauma problems caused by prosecution, violence and/or war.

Intake and information:

Tel: 0800 - 22 45 245

Stichting Centrum '45

Nienoord 5

1112 XE Diemen

Tel: 020 - 627 49 74

Fax: 020 - 625 35 89

E-mail: mail@centrum45.nl

www.centrum45.nl

Municipal Health Service (Gemeentelijke Gezondheids Dienst - GGD) STD clinic

Weesperplein 1

Amsterdam Centrum

(metro stop Weesperplein)

Tel: 020 - 555 58 22

to get information or
make an appointment

(Monday thru Friday 8.30 am - 10.00 am
and 1.30 pm - 5.30 pm).

Municipal Health Service (Gemeentelijke Gezondheids Dienst -GGD)

Tuberculosis department

Weesperplein 1

Amsterdam Centrum

(metro stop Weesperplein)

Tel: 020 - 555 52 40

to get information

or make an appointment

(Monday thru Friday 8.30 am - 5.00 pm)

Kruispost

Oudezijds Voorburgwal 129

1012 EP Amsterdam Centrum

(close to metro stops Dam
and Nieuwmarkt)

Tel: 020 - 624 90 31

Fax: 020 - 428 83 30

Opening hours Monday thru

Friday 10.00 am - 12.30 pm

or 7.00 pm - 9.30 pm

E-mail: kruispost@oudezijds100.nl

www.oudezijds100.nl

Dentist Kruispost

Only twice a month and by appointment.

Contact them via Kruispost see above.

Relief Project Undocumented (Medisch Opvangproject Ongedocumenteerden-MOO)

Offers shelter and help (also juridical) to
undocumented from asylum countries
suffering severe psychological problems.

Use form for intake:

www.askv.nl/moo

Mail:

Postbus 8888

1006 JB Amsterdam

Tel: 020 - 775 34 78

Fax: 020 - 845 41 91

Mob: 06 - 40 30 89 18

Email: moo@askv.nl

www.askv.nl/moo

Lampion

National knowledge and advice centre
on care for undocumented persons

Postbus 13318

3507 LH Utrecht

Tel: 030 - 234 98 00

(Tuesday and Thursday

10.00 am - 2.00 pm)

www.lampion.info

Mikado

National centre for intercultural care.

Mikado advises and assists in accessing
and maintaining care for everyone,
regardless ethnic or cultural background.

Da Costakade 45

3521 VS Utrecht

E-mail: info@mikadonet.nl

www.mikadonet.nl

Tel: 030 - 290 0144

Pharos

National knowledge centre about
health and health services for refugees,
asylum seekers, undocumented
migrants and newcomers.

Herenstraat 35

3507 LH Utrecht

Tel: 030 - 234 98 00

E-mail: info@pharos.nl

www.pharos.nl

Johannes Wierstichting

Physicians Association dedicated to
promote human rights in health care.

www.johannes-wier.nl

Nienoord 5

1112 XE Diemen

Tel: 020 - 840 76 30



Childhood and care

Inspectie Gezondheidszorg

For questions or passing on a complaint
about health refusal (also anonymous).

Per mail:

meldpunt@igz.nl

Inspectie voor de Gezondheidszorg

Postbus 2680

3500 GR Utrecht

Tel: 088 - 120 5000

Fax: 088 - 120 50 01

www.igz.nl

Youth Care Agency Amsterdam (Bureau Jeugdzorg - BJAA)

Overschiestraat 57

1062 HN Amsterdam

Tel: 0900 - 200 30 04

E-mail: info@bjaa.nl

www.bjaa.nl

Youth Mental Health Services (JeugdGGZ Amsterdam)

The Youth Mental Health provides
assistance to children, adolescents
and adolescents with psychiatric or
psychosocial problems, which are so
severe that their development
is threatened.

www.jeugdggz-amsterdam.nl

Parent and Child Centers (OKC's) in Amsterdam

You can go to an OKC with any questions
you may have about pregnancy, giving
birth and postnatal care for mother
and baby. www.amsterdam.nl/okc

Social Insurance Institute (Sociale Verzekeringsbank - Regio Amsterdam)

Visit: Stationsstraat 112

1506 DK Zaandam

Mail: Postbus 2040

1500 GA Zaandam

Telephone number Kinderbijslag:

075 - 655 10 20

www.svb.nl

Education and adult education

ASKV Taallessen

Coordinator: Gea Vlasman

Tel: 020 - 627 24 08

Two nights a week in de Pijp area.

Levels:

beginners - intermediate - advanced

Duration: 5 months with possible prolongation.

E-mail: gea@askv.nl

www.askv.nl

Casa Migrante

Dutch and English language courses for undocumented workers with a Spanish speaking background.

Spaarndammerstraat 9

1013 SR Amsterdam

Tel: 020 - 684 48 03

E-mail: info@casamigrante.com

www.casamigrante.nl

Defence for Children (DCI)

Defence for Children Foundation and LOS foundation created a website on the rights of "illegal" children:

www.iLegaalkind.nl

Postbus 11103

2301 EC Leiden

Visit:

Hooglandse Kerkgracht 17 G. Leiden

Tel: 071 - 516 09 80

Fax: 071 - 516 09 89

E-mail:

info@defenceforchildren.nl

www.defenceforchildren.nl

DUO / Informatie Beheergroep

DUO finances and informs participants in education and educational institutions.

Postbus 50103

9702 GC Groningen

Tel: 050 - 599 77 55

www.ib-groep.nl

Foundation University

English online university founded by volunteers, focused on access to knowledge.

E-mail: office@foundationuniversity.com

www.foundationuniversity.com

Onderwijs Consumenten Organisatie (OCO)

OCO provides information for parents and students about attending school in Amsterdam, rights in education and making school choice.

Postbus 15087

1001 MB Amsterdam

Tel: 020 - 330 63 20

E-mail: info@onderwijsconsument.nl

www.onderwijsconsument.nl

Stap Verder

Dutch classes, literacy classes, language buddies.

Hoogoord 187A

1102 CJ Amsterdam Zuidoost

Tel: 020 - 845 75 66

E-mail: erikafeenstra@stapverder.org

www.stapverder.org



Steunkomitee Onderwijs Buitenlanders (SOB)

The SOB / Foundation Koba offers Dutch language courses for adult foreigners (including undocumented) and educational activities such as excursions and cultural evenings.

Agatha Dekenstraat 4

1053 AP Amsterdam

Tel: 020 - 683 29 43

Contact: sob_koba@hotmail.com

Open during class hours

Monday thru Friday

www.sobamsterdam.nl

Stichting Amsterdams Buurvrouwencontact (ABC)

Language lessons at home for women in Amsterdam.

Begijnhof 31

1012 WT Amsterdam

Tel: 020 - 320 27 10

(between 10.00 - 13.00 uur)

info@abcamsterdam.org

www.abcamsterdam.org

Taalgroep Dominicus

The Language Group Dominicus teaches Dutch, also to asylum seekers and undocumented. Friday from 10.00 - 12.00 am in the rectory of Saint Dominic. The Language Group starts three times a year a new course: The first Friday of January, May and September.

Contact Language Group: Jos Vernooij
(mob: 06 - 51 21 96 55).

Wereldhuis

Dutch lessons, English, computer classes, Karate, Yoga, Music, apprenticeships for bicycle and cooks.

Nieuwe Herengracht 20

(Metro stop Waterlooplein)

1018 DP Amsterdam

Telefoon: 06 - 22 82 14 72

E-mail: info@wereldhuis.org

www.wereldhuis.org



Legal assistance and other rights

ASKV / Steunpunt Vluchtelingen

ASKV supports and guides rejected refugees who can not return to their country of origin. Small organization with limited capacity.

Frederik Hendrikstraat 111 - c

1052 HN Amsterdam

Tel: 020 - 627 24 08

(Monday thru Thursday 10.00 - 17.00)

Fax: 020 - 420 32 08

E-mail: askv@dds.nl

www.askv.nl

Casa Migrante

Advocacy, social and legal counseling for undocumented workers with a Hispanic background. Various training opportunities (Dutch and English language courses).

Spaarndammerstraat 9

1013 SR Amsterdam

Tel: 020 - 684 48 03

Open:

Monday thru Friday 10.00 am - 1.00 pm /

2.00 - 5.00 pm / 8.00 -10.00 pm

E-mail: info@casamigrante.com

www.casamigrante.nl

COC Amsterdam

Advocacy, advice and legal assistance, also to undocumented gay men, lesbians, transvestites and transsexuals.

Open: Monday thru Friday

9.00 am - 5.00 pm

Preferably prior to visit:

sent an email.

Once a week free lawyers telephone

consultation.

Rozenstraat 14

1016 NX Amsterdam

Tel: 020 - 626 30 87

E-mail: info@cocamsterdam.nl

www.cocamsterdam.nl

De Open Deur

Ecclesiastical center for people with questions about faith and meaning.

'Open Deur' offers pastoral and psychosocial counseling.

There is a confidential conversation possible with a pastor or social worker about faith and spirituality, sexuality and life commitments, treatment of illness and loss, and illegal residence status, acute problems, advice and guidance to support agencies.

Begijnhof 34 hs

1012 WV Amsterdam

Tel: 020 - 623 55 54

Open: Monday thru Friday

10.00 am - 4.00 pm

www.deopendeur-amsterdam.nl

Diaconaal Oecumenisch Centrum 'Stap Verder'

Cooperating church organizations

that contributes to the welfare of the



inhabitants of the district Amsterdam Zuidoost. The center provides information, advice, lessons and guidance, also to undocumented. Hoogoord 187A
1102 CJ Amsterdam Zuidoost
Tel: 020 - 845 75 66
Social consulting hour:
Tuesday 9.00 - 11.00 am,
Wednesday and Friday 10.00- 12.00 am
Medical consultation hours Dokters van de Wereld: tel. 020 - 465 28 66
Monday and Thursday:
10.00 am - 1.00 pm
E-mail: erikafeenstra@stapverder.org
www.stapverder.org

Juridisch Loket Amsterdam

The Legal Desk is an independent, publicly supported organization that helps everyone with a legal question for free.

Vijzelgracht 21-25
1017 HN Amsterdam
Tel: 0900 - 80 20
Fax: 020 - 692 87 40
Open: Monday thru Friday
9.00 am - 5.00 pm
Tram 16, 24 en 25
(stop Keizersgracht/ Vijzelstraat).
www.juridischloket.nl

Wereldhuis

Centre for information, advice, education and culture for

all undocumented.
Nieuwe Herengracht 20
(metro stop Waterlooplein)
1018 DP Amsterdam
Tel: 06 - 22 82 14 72
Open: Tuesday and Friday 2.00 - 6.00 am,
Wednesday 10.00 am - 6.00 pm
Women only:
Thursday 10.00 am - 6.00 pm.
Juridical consulting hour with a lawyer:
Wednesday 2.00 - 6.00 pm
(make appointment first!)
info@wereldhuis.org
www.wereldhuis.org

Werkgroep Opvang Uitgeprocedeerden (WOU)

The WOU is an organization for asylum seekers with the prospect of legal residence.
Open: daily (after appointment).
Tel: 020 - 470 46 98
wou@diaconie.org

LOS (Landelijk Ongedocumenteerden Steunpunt)

Centre for people and organizations involved in the issues on undocumented people.
Kanaalstraat 243
3531 CJ Utrecht
030 - 299 02 22
info@stichtinglos.nl
www.stichtinglos.nl

Housing and shelter

Wijksteunpunten Wonen in Amsterdam

For information and advice on renting, rent control, maintenance, renewal, renovation, home search, etc.

In each district is a

Wijksteunpunt Wonen.

www.wswonen.nl

(also in English)

AMOC

(de Regenboog Groep)

Support for European (homeless) drug users.

Seven beds for crisis situations

Stadhouderskade 159

1074 BC Amsterdam

Tel: 020 - 570 78 22

Open: Monday thru Friday:

10.00 am - 5.00 pm.

Consultation hour for boys working in prostitution

Wednesday 12.00 - 5.00 pm

De Haven

(Leger des Heils)

Hekelveld 8 - 10

Tel: 020 - 63 61 065

Inloop:

Maandag t/m vrijdag: 11.00 - 15.30 uur.

For questions about shelter:

make an appointment with an

Admission Officer between 10.00 - 14.00.

There should be a regional binding with Amsterdam.

Entry is open to everyone between 11.00 - 3.30 pm

Free soup with bread:

Monday / Friday at 12.00.

Medisch Opvang Project Ongedocumenteerden (MOO)

Project of the ASKV. Provides guidance and (legal) assistance to undocumented, with severe mental health problems coming from asylum countries.

MOO also serves as a national hotline for problems with access to mental health care and adequate shelter.

Registration form via:

www.askv.nl/moo

Tel: 020 - 775 34 78

Fax: 020 - 845 41 91

Mob: 06 - 40 30 89 18

www.askv.nl

Harriet Tubmanhuis

Small shelter for undocumented women and children with legal perspective.

Tel: 020 - 4166004

E-mail:

harriettubmanhuis@planet.nl



Places to stay during the day

Stichting Stoelenproject

(15 September - 30 April)

The Stoelenproject aims to be an accessible shelter for people who are homeless and / or homeless in Amsterdam.

Also advocacy on homelessness.

Marnixstraat 248 (1016 TL)

under the garage.

Tel. 020 - 494 57 27

Tickets for access to the Stoelenproject are available on Tuesday and Saturday from 8.00 - 9.30 am

There is tea (no coffee), bread and lemonade. Telephone reservations are not possible. Men up to 10 nights, women 14 nights per month.

For help with psychiatric problems is the REHAB team is present on Tuesdays from 8.00 - 9.30 and 19.00 - 20.00.

E-mail: info@stoelenproject.nl

www.stoelenproject.nl

Amsterdammers helpen

Amsterdammers - AHA

Oudezijds Voorburgwal 125 hs

1012 EP Amsterdam

Tel: 020 - 627 44 22

Open: Monday thru Friday from

10.15 - 12.30 and 13.15 - 16.00.

Badhuis Da Costa

(Bath house Da Costa)

Da Costakade 200

1053 XH Amsterdam

Tel. 020 - 612 59 46

Tuesday and Thursday:

12.00 - 6.30 pm

Saturday: 10.00 am - 4.30 pm

Showers, Baths, towels, shampoo and soap at cost price.

Bijbelcentrum Simon de Looier

(Bible center Simon de Looier)

Looiersgracht 70

1016 VT Amsterdam

Tel. 020 - 622 77 42

E-mail: bijbelcentrum@kliksave.nl

Tuesday to Saturday: 10.00 - 16.00.

Open for a chat and a cup of coffee.

Every Thursday 5.30 pm a meal

(register beforehand).

Meal: at cost price. During the meal there is a reading from the bible.



Centrum PS (de Volksbond)

Tweede Kostverlorenkade 15

1052 RL Amsterdam

Tel. 020 - 624 04 00

Monday to Friday: 12.30 - 22.00;

hot meal 17.30 - 18.30 uur

(call or pop in before 14.00).

Meal: Cost price.

Monday to Friday 15.00 to 17.00:

Secondhand shop.

Also discussion evenings, cooking and hobby classes, Spanish classes, yoga, improvisation theatre, computer classes and films. Activities and excursions.

De Crypte

Salvation Army

(building De Ruytenburgh)

Oudezijds Achterburgwal 45

1012 DB Amsterdam

Service every Sunday: 16.30

(Coffee before and after the service)

Open Sunday: 16.00 - 18.00

Tel. 020 - 530 98 06

drugspastoraat@gmail.com

www.drugspastoraat.nl

De Haven

Salvation Army

Hekelveld 8 - 10

1012 SN Amsterdam

Tel: 020 - 63 61 065

Free entrance for all between

11.00 - 15.30. Free soup and bread

Monday to Friday at 12.00.

De Kloof

(de Regenbooggroep)

Kloveniersburgwal 95 (1011 KB)

Tel. 020 - 61 89 649

E-mail:

dekloof@deregenboog.org

Admittance after interview.

Monday to Friday: 10.00 - 16.00.

Hot meal:

Monday and Thursday at 13.30.

From 9.00 distribution of numbered entrance tickets. Coffee, tea and bread free, other (soup, razor blades, etc..) cost price. Showers every morning: 10.00 - 12.00.

Tuesday and Thursday morning:

Hairdresser.

Friday afternoon: pedicure

(every other week).

Social worker: Monday 10.00 - 12.30;

Friday 10.00 - 15.30.

(No entrance if it is very busy)



Makom

(de Regenbooggroep)

Walk-in and day care for homeless people. Admittance after an intake interview.

Van Ostadestraat 153

1073 TK Amsterdam

Tel. 020 - 664 40 05

E-mail: makom@deregenboog.org

Showering: Mon. 13.30 - 16.00,

Tue, Wed, Fri, Sat 10.00 - 12.30

For opening times walk-in,

art suite, CineMakom, pastoral care,

Social Work:

<http://www.deregenboog.org/projects/8/location/37>

Open Huis

(c/o Baptist Church)

Singel 452

1017 AW Amsterdam

Tel: 020 - 623 45 88

Friday evening: 19.30 - 22.00.

From october to Easter.

De Drie Stromen

(Ecumenical Church Centre)

Renswoudestraat 75

1106 BJ Amsterdam

Tel: 020- 697 55 50

Tuesday and Thursday:

13.30 - 16.00.

Room for a chat and advice.

Free Coffee.

Soup Bus

Salvation Army

Monday, Wednesday
and Friday,

Westerdok: 20.00.

Kadijksplein: 21.30.

ACC Noord

Distelweg 85

1031 HD Amsterdam

(building Kringloopwinkel,
Location North)

Tel: 020 - 636 06 75

E-mail:

acc-noord@dds.nl

Internet:

www.scipacc.nl

Monday, Tuesday, Thursday,

Friday from 13.00 - 17.30.

Meeting centre for people interested
in computers.

Practice alone or in a Group.

De Tweede Mijl

Willemsstraat 39

Tel: 020 - 623 28 28

Open:

Monday, Wednesday and

Friday from 11.00 - 15.00.

Free Coffee, tea, soft drinks
and sandwiches.

www.detweedemijl.nl



De Schakel

De Wittenkade 109

Tel: 020 - 684 23 56

Open:

Monday to Friday from
10.30 - 13.00.

Breakfast:

Monday to Thursday
8.00 - 9.00.

Consultation hours:

Tuesday 14.00 - 16.30.

Stichting Netwerk

Kempering 66

Open: Monday to Friday from
14.00 - 18.00 and

Sunday from 13.00 - 16.00.

Livingroom, coffee and tea.

Stichting Spreekbuis

Sumatrastraat 170

Tel: 020 - 665 45 95

Open:

Monday to Friday from
8.00 - 13.00.

Coffee and sandwiches,
showers (towel included)
and clothing.

Drugspost

Amsterdam Zuidoost

Flierbosdreef 23

Open Tuesday 12:00 - 15:00

Appointment

Tel: 06 - 40 13 40 35

www.drugspastoraat.nl



Work and human trafficking

Amsterdam Coordination Point Trafficking (ACM)

Everyone living in the Amsterdam region who comes into contact with a victim of trafficking or Lover Boys can contact the ACM for help, information and advise.

Roggeveenstraat 8

1013 PV Amsterdam

Tel: 020 - 626 38 00

Fax: 020 - 638 31 19

E-mail: acm@hvoquerido.nl

www.hvoquerido.nl/zorgcoordinatie

CoMensha

In the Netherlands there are numerous places where victims of trafficking can be accommodated.

The accommodation is coordinated by CoMensha.

For more information see:

www.comensha.nl

You can also call the Helpdesk:

Tel: 033 - 448 11 86

DWI - Social Benefit

Ijsbaanpad 9

1076 CV Amsterdam

Tel: 020-346 14 56 (Nicolaas Bakker)

FairWork

Postbus 15539

1001 NA Amsterdam

Tel: 020 - 760 08 09

Fax: 020 - 622 73 67

E-mail: info@fairwordk.nu

www.fairwork.nu

FNV trade union

Organiser Domestic Workers

Rebeca Pabon

Tel: 06 - 51257247

Radarweg 60

1006 AE Amsterdam

Support Committee Illegal workers (OKIA)

Post box 10648

2501 HP Den Haag

Tel: 070 - 364 19 60

Prostitution and Health Center 292

Nieuwezijds Voorburgwal 292

1012 RT Amsterdam

Tel: 020 - 531 86 00

Fax: 020 - 531 86 01

Monday to Friday: from 13.30 to 21.30.

Friday: from 9.00 to 17.30.

[illegible]

www.iom-nederland.nl

Register by phone: 0900 - 747 44 66

www.maatwerkbijterugkeer.nl

www.bridgetobetter.org

www.wereldhuis.org



Homo organizations

COC Amsterdam

Advocacy, advice and Legal assistance, also for homosexuals, lesbians, transvestites and transgenders.

Once a week free Legal advice line.

If possible please send an e-mail before visiting.

Office hours and more information about consultation:

9.00 - 17.00

(Monday to Friday).

Rozenstraat 14

1016 NX Amsterdam

Tel: 020 - 626 30 87

E-mail: info@cocamsterdam.nl

www.cocamsterdam.nl

Gay & Lesbian Switchboard, Schorer

National information and advice point for everybody with questions about homosexuality and bisexuality.

Anonymous and confidential.

Schorer offers lesbian women, homosexual men, bisexuals and transgenders information, expertise and facilities to improve their health and wellbeing.

Tel: 020 - 623 65 65 from Monday to Friday 12.00 - 18.00.

E-mail:

helpdesk@switchboard.nl

www.switchboard.nl

Secret Garden

Secret Garden is a foundation for homo-/bi-sexual/lesbian/transgender Muslims and sympathizers.

Consultation, support group, multicultural evenings, films and courses, support, HIV/AIDS and STD-advice.

Oudeschans 2

1011 KX Amsterdam

Tel: 020 - 778 61 20 or

06 - 14 10 84 42 (Emir)

www.stichtingsecretgarden.nl

info@stichtingsecretgarden.nl

Veilige Haven

Meeting place and advice for multicultural young people with homo, lesbian, bi or transgender feelings. Building Schorer (stop Weesperplein).

Sarphatistraat 35

1018 EV Amsterdam

Tel: 020 - 573 94 01

E-mail info@veilige-haven.nl

Visiting hours without an appointment: every Tuesday from 15.00 - 17.30.

With an appointment:

Phone advice line:

Thursday from 14.00 - 15.00.

Tel: 020 - 573 94 01

World cafe: Every 2nd and 4th Tuesday of the month from 18.00 - 21.30.

Womens organizations

Pinay sa Holland-Gabriela

Addresses the empowerment of Filipino migrant women in the Netherlands by addressing gender and other related issues and concerns.

Postbus 59507

1040 LA Amsterdam

E-mail: pinaysaholland@gmail.com

Contact: Maitet Ledesma, chairperson.

Helpline: 020 - 616 52 88

(during office hours 9.00 - 17.00).

Support Centre Domestic Violence Amsterdam

The Support Center Domestic Violence Amsterdam offers information, advice and help to victims, perpetrators and those confronted with domestic violence. In an acute or urgent situation the Support center can refer women and their children to a women's refuge. You can make an appointment with a support center in your area. There are 6 Support Centers in Amsterdam: in the city districts North, East, South, Center/Old South, New West and Diemen. You can visit a center alone or with your partner and receive advice and help in stopping the violence. It is also possible to attend empowerment for women classes, a Group for teenagers and a group for children.

The support and help is free for those with a low income. Women without papers can also use the women's refuge in times of crisis. Later it will be examined whether there is a possibility of regularizing a women's status.

Support centre domestic violence
Amsterdam

Tel: 020 - 611 60 22

Office hours from 8.30 to 17.30.

Outside office hours only in
an emergency

www.blijfgroep.nl

Steungroep Vrouwen zonder verblijfsvergunning (SVZV)

The support Group Works to improve the situation of women without papers in Amsterdam. During the weekly consultation hours women can ask for advice and practical support.

Friday from 14.00 to 17.00

Van Ostadestraat 49 B

1072 SN Amsterdam.

Tel: 020 - 463 03 45

(only Friday afternoon)

info@svzv.nl

www.svzv.nl



Migrant organizations

Womens cafe

(Initiative of the van SVZV and the ASKV)

Every last Saturday of the month 18.00 in 'Pepper', Overtoom 301, Amsterdam (Tram 1, stop Heijestraat JP).

Vegetarian meals, meeting and informative program, film or discussions, for women and their children.

Women against deportation

Women against deportation (VTU) is an alliance of refugee women and Dutch women. The purpose of VTU is to improve the position of refugee women. Women from Afghanistan, Burundi, Ethiopia, Eritrea, Iran, Iraq, Congo, Rwanda, Somalia, Pakistan and the Netherlands are active in VTU. VTU tries, often in collaboration with other organizations and individuals, to encourage solidarity between women refugees and Dutch women and increase their influence on policy and public opinion.

Leeuwenwerf 11

1018 JW Amsterdam

Tel: 020 - 627 80 98

vtu@xs4all.nl

www.vrouwentegenuitzetting.nl

Indonesian Migrant Workers Union (IMWU)

IMWU NL aims to promote the labour rights for all workers particularly for Indonesian workers, documented and undocumented, in the Netherlands. It purposes to eliminate human trafficking, jobs trade, abuses and all forms of discrimination against Indonesian workers in the Netherlands.

Amsterdam Division

c/o het Wereldhuis

Nieuwe Herengracht 20

1018 DP Amsterdam

Tel: 00 31 644 67 55 23

(Slamet Hery)

Tel: 00 31 617 64 39 60

(Yasmine Soraya)

E-mail: imwu_netherlands@yahoo.com

Makabayang Samahan ng mga Pilipino sa Nederland

Association of Filipinos in the Netherlands.

To help raise awareness, organise and mobilize Filipinos (either documented or undocumented) in Netherlands for their rights and welfare and to contribute to the genuine social change in the Philippines.

Postbus 59507

1040 LA Amsterdam

E-mail: MkSPnederland@gmail.com

Tel: 06 - 14 65 95 53

Otra Dela

Organisation for Spanish speaking
'domestic workers' without a residence
permit: culture, courses and information.

Post address het Wereldhuis

Nieuwe Herengracht 20

1018 DP Amsterdam

otradela1@hotmail.com

United Migrant Domestic Workers (UMDW)

Self-organization for workers in private
households who are fighting for
labor rights and recognition. Training,
information and creating their own
emergency fund. Member of FNV
allies and the platform of diaspora
organisations. Organises sports and
cultural events (Fiesta Filipinoi).

Post address het Wereldhuis

Nieuwe Herengracht 20

1018 DP Amsterdam

E-mail: reycas2003@yahoo.com

Tel: 06 - 81 80 51 60

(Coring de los Reyes)

Sierra United

Self-organization of Sierra Leoneans in
the Netherlands (Amsterdam division)
c/o het Wereldhuis

Nieuwe Herengracht 20

1018 DP Amsterdam

Social Development Cooperation

Empowerment for undocumented people
in South East Amsterdam. Cycling classes
and counselling.

Geldershof 806

1103 BG Amsterdam

Mob: 06 - 84 15 01 03

(Coffi Bandooue-Bonsou)

Mob: 06 - 85 71 03 58

(Georgina Amponsah)

sdcm.amsterdam@gmail.com



Migrant Churches

Holy Fire West

Small multicultural Christian faith community in Amsterdam-West.

Every second Sunday of the month at 17.00. Bilingual celebration followed by a meal and socialising. Everyone is welcome, regardless of his or her beliefs and background.

Arie Biemondstraat 103

Pastor Margrietha Reinders,

Tel: 06 - 10 42 18 19

Samuel Lee World Evangelism

P.O. Box 12429

1100 AK Amsterdam

Verrijn Stuartweg 31

1112 AW Diemen

The Netherlands

Tel: 00 31 20 69 94 897

Fax: 00 31 20 41 67 309

info@slwe.net

www.slwe.net

A similar publication is available on March 21, 2012 presented in ten Dutch cities. This guide is published and distributed by aid organizations for asylum seekers and people without residence permit in the Netherlands. The Amsterdam Guide is a joint initiative ASKV /Steunpunt Vluchtelingen, Dokters van de Wereld and Het Wereldhuis.

Most organizations were approached in advance, but not all of them. People without a residence permit are advised to use this guide. There will be a reprint soon, in which we will take into account comments and additions of organizations and users.

Comments, corrections and additions are welcome at:
Basisrechten@askv.nl



Colophon

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