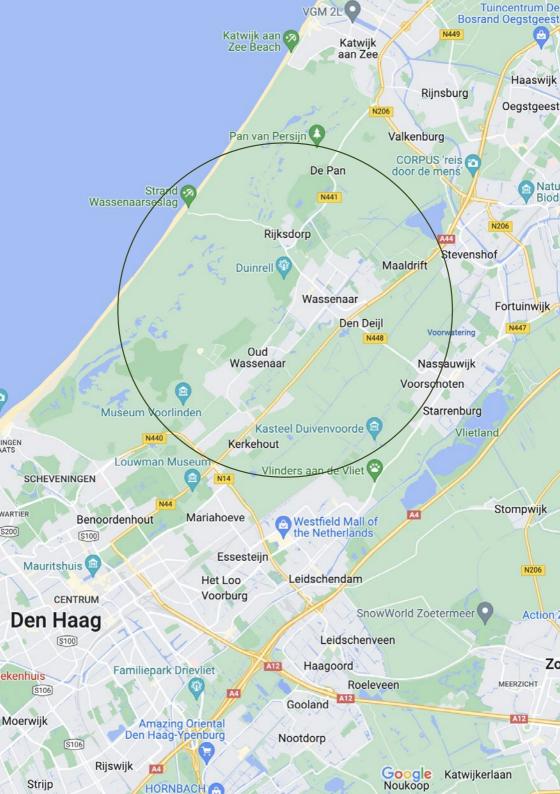


WELCOME TO WASSENAAR

BASIC INFORMATION FOR UKRAINIAN REFUGEES





WELCOME TO WASSENAAR

The beautiful green village of Wassenaar, surrounded by castles and country estates, is centrally located within the Randstad, an area consisting primarily of the four largest Dutch cities and their suburbs. Wassenaar is part of the 'National Park the Dutch Dunes', a unique area where country estates, dunes, bulb fields, peat meadows, villages and cities alternate, and also has a wonderful coastal strip (the Wassenaarse Slag).

Contact with the municipality

Address: Johan de Wittstraat 45

Tel: +31 14 070

Tel from abroad: +31 88 65 49 222

General e-mail: gemeente@wassenaar.nl Shelter e-mail: opvang@wassenaar.nl

Website: www.wassenaar.nl/oekraine

In case of emergency



Alarm number: 112



Chemist (Apotheek Wassenaar):

Hofcampweg 254 | Tel: +31 70 512 10 10

Opening hours:

Monday to Friday 08:30-17:30 & Saturday 10:00-13:00 Medication available **24/7** via the medicine dispenser Apotheek Wassenaar (**serviceapotheek.nl**)





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Life threatening situation? Always call

First aid emergency

Do you need urgent medical care? HMC Westeinde is the first aid unit and Hospital the closest to Wassenaar (in Dutch emergency care is *Spoedeisende Hulp*).

HMC WESTEINDE

- +31 88 979 79 00
- Open 24 hours/day, 7 days/week.
- Lijnbaan 32, 2512 VA Den Haag
 - Reachable from Wassenaar with **bus 385** (Arriva)

If your symptoms are less severe, you can contact your doctor or the general practitioner's office.

Do you urgently require a doctor in the evening, the night or the weekend? As inhabitant of Wassenaar, you can make use of Hadoks Acute Care GP Centre, **by appointment only**.

→ Call +31 70 346 96 69 to make an appointment.

Depending on your situation, you will:

- 1. Receive telephonic medical advice
- 2. Receive an appointment to visit the centre
- 3. Receive a house visit from the doctor (if transportation to the centre is not recommended)



Free and without appointment!

You can go to any of the GGD's vaccination locations for your first or second vaccination or for your booster.

CLOSEST LOCATION

Sportlaan 600, Den Haag Previously the Red Cross Hospital (Rode Kruis Ziekenhuis)

OPENING HOURS

Monday to Sunday included from 9:00 to 17.00

PAY ATTENTION!

- Take your ID with you
- Do not forget your facemask
- Wear clothes where you can easily roll up the sleeves
- If possible, fill in the health declaration form in advance. You can download it from the government website. The forms are also available on location and you can fill it in there.



You do not need to do this immediately. You first need to register in the BRP (*Basis Registratie Personen* – the Personal Records Database) of the municipality where you live.

You may travel visa-free for **90 days** within the European Union and therefore do not need to apply for asylum immediately in order to remain legally in the Netherlands. Nor do you need to worry about after those 90 days. There will soon be more clarity on the type of residence status you will be allocated, just keep an eye on the government website for the latest information.





Did you travel to the Netherlands by car? Then please make sure your insurance is in order. You need to renew your car insurance through your own insurance in Ukraine and then apply for a Green Card. A valid green card is necessary for third party insurance. (WA verzekering).



MONTHLY SIREN

A siren goes off at 12:00 on the first **Monday of every month** in Holland. Please do not be alarmed, it is just a monthly test.



1. FREE ONLINE BEGINNER'S COURSE

The course lasts three weeks.

Registration



2. DUTCH SURVIVAL KIT

Here you will find practical words and sentences to get by in the Netherlands. You can download the Dutch Survival Kit via www.rug.nl/science-and-society/language-centre/language-courses-and-communication-training/dutch-for-non-native-speakers/online/dutch-survival-kit.pdf

3. LANGUAGE CAFÉ WASSENAAR

This is the place to be, in order to practice the language in a casual and friendly way. The language café is open every Monday afternoon from 13.30 to 14.30 in the VCW area.

Address: Van Heeckerenstraat 2

4. WASSENAAR LIBRARY

We would like to offer you the opportunity to spend one hour a week learning and practicing Dutch with a language volunteer.

You can sign up via j.Boshuizen@obvw.nl

Address: Langstraat 40



This web app functions as an interpreter. You can speak in a Ukrainian sentence, which is then translated and pronounced in Dutch. It also works the other way around.

Once on the website, you can immediately start a conversation.



Do you have children between 2 and 18 years of age? If yes, please register them for schooling via Mirjam van Leeuwen.

ADDRESS

Den Deylschool Middelweg 33

CONTACT PERSON

Mirjam van Leeuwen mvanleeuwen@sadwassenaar.nl

As of April 1, 2022, you may work as a paid employee. To do so, however, you must be covered by the European Union's Temporary Protection Directive, which allows you to work without a work permit. You do need a BSN number (Citizen Service Number), which you will receive on registering with the municipality where you reside.

OTTO (TEMPING AGENCY) www.ottoworkforce.com.ua

WORKING IN A HOTEL

There are various vacancies in Food & Beverage (restaurant, meeting rooms), Housekeeping, Maintenance etc.

The following websites provide an up-to-date overview of vacancies in the hotel industry:

www.hotelprofessionals.nl www.werkenineenhotel.nl

VOLUNTARY WORK

- In the care sector, for example, helping with meals, serving coffee, chatting, walking, playing games
- Scouting van Woesik: doing chores in the garden or minor repairs indoors
- Animal shelter / children's farm: helping with animal care and cleaning the cages.
- Maintenance of green areas at various locations.

Would you like to participate or find out more? You can contact Suzan van der Goes, social activation coach, at socact@vrijwilligerscentralewassenaar.nl



FOOD AND DRINK

Were you aware that tap water in the Netherlands is of high quality? You can drink as much of it as you want.

SUPERMARKETS

Wassenaar has four supermarkets.

Albert Heijn

Address: Stadhoudersplein 4

Opening hours:

- F	
Monday	08.00 - 21.00
Tuesday	08.00 - 21.00
Wednesday	08.00 - 21.00
Thursday	08.00 - 21.00
Friday	08.00 - 21.00
Saturday	08.00 - 21.00
Sunday	closed

Aldi

Address: Hofcampweg 57

Opening hours:

Monday	08.00 - 20.00
Tuesday	08.00 - 20.00
Wednesday	08.00 - 20.00
Thursday	08.00 - 20.00
Friday	08.00 - 20.00
Saturday	08.00 - 20.00
Sunday	12.00 - 18.00

Dirk

Address: Starrenburglaan 47

Opening hours:

Monday	08.00 - 20.00
Tuesday	08.00 - 20.00
Wednesday	08.00 - 20.00
Thursday	08.00 - 21.00
Friday	08.00 - 21.00
Saturday	08.00 - 20.00
Sunday	12.00 - 18.00

Jumbo

Address: Luifelbaan 1

Opening hours:

) - 22.00
) - 22.00
) - 22.00
) - 22.00
) - 22.00
) - 22.00
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MARKET

Free entrance

There is a market every Tuesday where you will find a selection of market stalls selling a variety of products. Ideal for your daily and weekly shopping. Address: Berkheistraat

Pure Nature Market

There is also a Pure Nature Market every last Saturday of the month. A lovely place to see, taste and buy delicious products from the region. Address: Van Hogendorpstraat





There are two cash dispensers in Wassenaar.

Geldmaat

• You can recognise Geldmaat dispensers by their yellow colour.



- (Location 1) At the level of the police station
 De Hofcampweg
- (Location 2) inside the Albert Heijn supermarket
 - Stadhoudersplein 4



If you have just arrived in the Netherlands, you can travel for free on most **buses, trams and metros** by showing your Ukrainian ID. This is in accordance with the OV-NL's statement: **www.ov-nl.nl/vrij-reisrecht-voor-oekraiense-vluchtelingen**. Once you have found a place to live in the Netherlands and are registered with the municipality, you can no longer travel free of charge with your passport but must buy a ticket or purchase an OV chip card.

Different rules apply for the **train**. You will only receive a day ticket at the Tickets and Service counters of The Dutch Railways (Nederlandse Spoorwegen- NS) by showing your Ukrainian ID and a German, Belgian, French or Austrian transport ticket no older than 24 hours.

TRAVEL PLANNER

A good tip if you want to use public transportation is to plan your trip using the travel planner **www.9292.nl** or download the app in the app store.

TICKET

You need an OV-chipcard or a ticket in order to travel on public transport. An OV-chip card or ticket is compulsory from the age of 4. Until that age, children can travel for free and do not need an OV-chip card. You can buy an OV-chip card at, among others, the NS-station Voorschoten.

TRAIN STATION: STATION VOORSCHOTEN

Address: Stationsplein 1, 2252 Voorschoten

- Within 10 minutes in The Hague (€2,90 one way) and Leiden (€2,50 one way)
- Actual departure times: www.ns.nl

MEANS OF TRANSPORT IN WASSENAAR

The bus
 You will recognise a bus stop by the sign
 There are two bus lines:

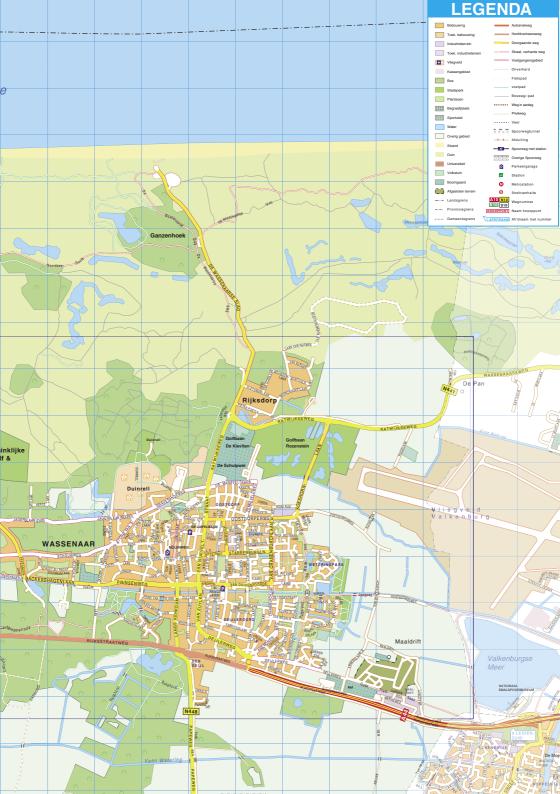
- EBS bus
- Arriva Bus

You can only pay by card in the bus (no cash!)











Wassenaar is a perfect place to cycle. If you do not have a bicycle, there are various places you can rent one.

Marco Tweewielers

Kerkstraat 33, Wassenaar – +31 70 5116946 www.marco-tweewielers.nl

• Park en bike Duindigt

Waalsdorperlaan 34, Wassenaar – +31 70 2181370 www.parkenbikedenhaag.nl

Duinrell

Duinrell 1, Wassenaar – +31 70 5155 124 www.duinrell.nl/vakantiepark/faciliteiten/fietsverhuur





HOTSPOTS IN WASSENAAR

SHOPPING

Village centre

De Langstraat (the tourist information centre 'VVV' / library are at Nr. 40 on this street), and the van Hoogendorpstraat (street name).

- Become member > Facebook page: 'Wassenaar geeft weg' (Wassenaar gives away)
 - Here you can ask specific questions about clothing or anything else you need in your daily life.
 - This is not large-scale collection but one on one request and supply.

LIBRARY AND VVV (TOURIST INFORMATION CENTRE)

- Weekly activities
- Address: Langstraat 40

Opening hours:

Monday from 13.00 - 17.30

Tuesday to Friday (incl.) from 10.00 – 17.30

Saturday from 10.00 - 16.00

Sunday closed

ATTRACTIONS

Fire brigade museum Wassenaar (Brandweermuseum Wassenaar)

Monday 11.00 - 15.00: free entrance

Address: Raadhuislaan 22

Petting Zoo (Kinderboerderij Wassenaar)

Opening hours:

Mon to Fri (incl.) 09.00 - 16.00 / Sunday 11.00 - 16.00

Address: Rodenburglaan 80

Nellesteijn farm (Boerderij Nellesteijn)

Opening hours:

Wednesday to Saturday (incl.) from 11.00 - 17.00.

You can take a look in the cow stalls and where the young cattle are kept, free of charge during opening hours.

Address: Maaldrift 6

Swimming pool 'het Sterrenbad'

No need to reserve!

Check the online agenda on the website for the actual opening hours Address: Generaal Winkelmanlaan 2

NATURE

National Park 'Hollandse Duinen'

A unique area where county estates, dunes, bulb fields, peat meadows, villages and cities alternate.

Beach 'Wassenaarse Slag'

The beach is also called the 'Wassenaarse Slag'. To reach the 'Wassenaarse Slag', you first have to climb the cliff and then drive, cycle, scooter or walk through the dune area to the beach.

Dogs

Dogs are allowed to run free all year round on the beach to the north and south of the bathing beach (that is the beach near the beach pavilions). The bathing beach is forbidden to dogs from 15 May to 15 September.

Livestream Wassenaarse slag

www.strandweer.nu/livestreams/wassenaar

Royal landscape De Horsten (Koninklijk landschap de Horsten)
 A royal landscape with a beautiful contiguous large green area of up to 415 ha.

Entrance fees:

Adults: € 1,00 - Children and senior citizens: € 0,50

Address: Papeweg 36

Dune reserve Meijendel

You need a pass for the areas of Kijfhoek and Bierlap. You can buy a day pass at 'De Tapuit', Dunea's visitor centre.

Discovery trail - Meijendel family Quiz (€0,99)

Address: Meijendelseweg 42

Monkey forest

Kid proof

Children can literally and figuratively experience nature here. Build forest huts, climb trees, ride the cable car, climb the lookout tower, walk through huge water pipes and much more!

Address: Meijendelseweg 42

Valkensburg Lake (Valkensburgse Meer)

A recreational lake near Valkenburg and the adjacent airfield of Valkenburg in the municipality of Katwijk.

Address: Pellenbargweg 2, 2235 SP Valkenburg

PLAYGROUNDS (SPEELTUIN) FREE ENTRANCE

- Speeltuin Thorbeckestraat
- Speeltuin Zuidwijklaan
- Tokkelbaan Polderpad
- · Speeltuin Dr. Mansveltkade

Nature playground Voorschoten

Opening hours:

April to October (incl.) from 09:00-20:00

November to March (incl.): daily from 09:00-17:00

Address: behind the Van der Valk hotel De Gouden Leeuw

(Veurseweg 180, 2252 AG Voorschoten)



Your pets are very welcome. An appointment will be made for you and your animal at the vet's once you arrive at the place you will be staying. The vet will check your animal and give it all the necessary vaccinations. Should you not have a pet passport, the vet will make one and chip it (microchip for identification). Should your animal have become ill or injured during your trip from Ukraine, the veterinarian will treat it and provide the necessary medicine. This appointment and all treatments will be free of charge.

Please take all the papers you have for your animal with you to the vet's. The vet will then ensure that all this information goes in to your animal's passport.

DIERENARTS WASSENAAR (VETERINARIAN)

Dierenklinkiek Wassenaar

Address: van Zuylen van Nijeveltstraat 322

Tel: +31 70 511 45 46

dierenkliniekwassenaar@casema.nl www.dierenkliniekwassenaar.nl

There is a **Help for Animals from Ukraine** hotline for any questions you may have about the pets travelling with you. You can call the Helpline at +31 88-811 33 33 (on working days from 09.00-17.00) or send an e-mail to **info@hulpvoordierenuitoekraine.nl**.

The information on the Helpline website is also available in Ukrainian and Russian: **www.hulpvoordierenuitoekraine.nl**.

Q&A

I was allowed to bring my pet to the Netherlands, why do I now need a passport for my animal?

The European Union (EU) has temporarily suspended the rules for pets of refugees from Ukraine. The member states of the EU must ensure that all animals brought to the Netherlands comply with the rules as soon as possible. Once your animal has a passport and all the required vaccinations, you can travel freely with your animal.

Will I have to pay dog tax once my animal has a passport?

No, dog tax has nothing to do with the pet passport. You may have heard that indeed there is a dog tax in the Netherlands, but you don't have to worry about that. This tax is not required of you at this point.

I am at the shelter but have not yet received an appointment for the vet? If by your second day at the shelter you have still not received an appointment to take your animal to the vet, please ask the shelter organisation. If they do not know what to do, they can call: +31 88-811 3333 (Mon-Fri 9.00-17.00). There will be people speaking both Dutch and English servicing the phone.





FITNESS TRAIL

Exercise in the open air. There are various devices on which you can train to make your muscles stronger.

Address: Parkbos Duinrell

SPORT CLUBS

De Kievieten
 Hockey, Tennis and Golf
 www.kieviten.nl

Blauw Zwart

Soccer

www.blauwzwart.nl

SV Lenig & Snel

Many different sports such as: Judo, Streetdance/Hiphop and Gymnastics

www.snelenlenig.nl

De Oude Eik

Tennis and padel www.tennisparkdeoudeeik.nl



RefugeeHelp is the online starting point for Ukrainian refugees in the Netherlands. You will find on refugeehelp.nl all the information you need for Ukrainian refugees in the Netherlands or who are planning to come here. The information is available in Dutch, English, Ukrainian and Russian.

SUPPORT HOTLINE VluchtelingenWerk (Volunteer work)

Call: +31 20 300 7000

Dutch/English/Ukrainian (every day 9-19:00)

Rode Kruis (Red Cross)

WhatsApp: +31 6 48 15 80 53 Various languages including Ukrainian, Russian, and English (every day 24/7)

Slachtofferhulp Nederland (Victim support)

Slachtofferhulp Nederland (Victim support the Netherlands) offers emotional support to those indirectly affected by the war in Ukraine. Should you have for example family, friends or acquaintances in Ukraine and should you be in need of emotional support, then please visit the website or call +31 900-0101.

www.slachtofferhulp.nl/contact



BE SAFE ON THE RUN

BE SAFE ON THE RUN!

Because of the war in Ukraine, women, children and men are fleeing. They are vulnerable to becoming victims of human trafficking and exploitation. Many people offer help, but unfortunately not everyone can be trusted.

Are you on the run?
Pay attention to the information below:



IDENTITY DOCUMENTS:

Never give a passport or ID to anyone other than a border guard. Carry it close to your body. Take a picture of your identity documents with your phone so you have a backup in case of loss or theft. Send a copy to friends/family and to yourself.



TRAVEL:

Anyone with a Ukrainian passport or ID card can use public transportation in the Netherlands for free. If you are traveling by taxis/buses/other means of transportation, inform a family member or friend of your location as soon as possible. If something seems suspicious, get out immediately. Take a picture of the cab driver's license and send it to friends/family. Avoid getting into cars of drivers who do not allow photos to be taken.



MONEY:

Carry cash somewhere hidden with you, perhaps even in multiple places. Assume that any bag or luggage you have with you must be left behind at some point. Memorize your credit card/debit card number. Memorize phone numbers of multiple reliable people who can transfer/help with money if you really need it and you lose your phone.



CONTACTS:

Develop a code word with your friends and family so that if you are in danger and can't say so, they know you are in danger. They should know with whom and where you are staying.



ACCOMODATION:

Are you staying at a location where you feel unsafe? Seek help from the following agencies. If you do not have a place to sleep with friends or family, the Dutch government will make sure you are accommodated. You are entitled to basic services such as a bed, food and medical care. The Dutch Council for Refugees provides information and has an intermediary role. For more information from the Dutch Refugee Council: www.forrefugees.nl. You can also visit www.rodekruis.nl for more information.



PROBLEMS AT WORK:

For work-related problems and labor exploitation, contact FairWork by calling +3120 760 0809 or https://www.fairwork.nu/uk/домашню-сторінку/. Contact in your own language is possible. You can report a suspicion of labour exploitation to the Dutch Labour Inspectorate via 0800 5151.





In case of immediate danger call the emergency number in the Netherlands: 112. A suspicion of coercion and exploitation can be reported by telephone to the local police via 0900 8844. CoMensha, the National Coordination Centre against Human Trafficking, acts as a mediator for victims in finding shelter and assistance and offers information and advice. For more information call 033 448 1186 (available from Monday to Friday between 09:00 and 17:00) or info@comensha.nl or visit the website https://www.comensha.nl/en/. For organizations outside the Netherlands that provide assistance to victims of human trafficking, see: https://www.lastradainternational.org/members/















COMMUNICATION MAP





































































































































































COMMUNICATION MAP







binnen/Всередині







dankjewel/Дякую





buiten/30BHi



dicht/Зачинено



blij/Щасливий





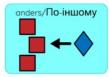
boos/Злий

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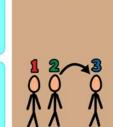


volgende/наступний









ja/Tak tt@tt







mag ik meedoen?

Чи можу я

приєднатися?

nog een keer/ Ще раз



hoe gaat het?/

Як справи?







пи/Зараз









wat gaan we doen? Що ми зараз будемо робити?



hoe moet dat? Як це працює?







gisteren/B40pa



vandaag/Сьогодні



morgen/3aBTpa









On **www.wassenaar.nl/oekraine** you can find the most recent information and frequently asked questions.

COLOPHON

Client Municipality of Wassenaar

Text Julie Kennedy, The Kennedy Connection

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