



# Information Ukrainian refugees in Utrecht

Welcome to the Netherlands. We do everything we can to help you as best we can. Below you'll find the most important information and telephone numbers

	Phone numbers
<p><b>General</b> Municipality of Utrecht Stadskantoor / Stadsplateau 1 3521 AZ Utrecht Open: Monday till Friday from 08.30 – 17.30 hrs Tuesday and Thursday from 08.00 – 22.00 hrs</p>	+31 30 286 00 00
<p><b>In case of emergency</b> In case of fire, accident or a crime</p> <p>Police control room</p> <p>In the event of an undesirable or unsafe situation with your host parent/host family, please contact your own contact person from takecarebnb or come to the emergency shelter in the Jaarbeurs</p>	<p>112</p> <p>0900 – 88 44 or +31 900 88 44</p>
<p><b>Refugee questions</b> Refugee work Utrecht Jaarbeurs Jaarbeursplein, 3521 AL Utrecht Open: Daily from 09.00 am – 5:00 pm oekraineopvangutrecht@vluchtelingenwerk.nl</p> <p>Refugee work in general <a href="https://forrefugees.vluchtelingenwerk.nl">https://forrefugees.vluchtelingenwerk.nl</a> If you scroll down, you'll find the information in the Ukrainian and Russian language.</p> <p><b>RefugeeHelp</b> Information over your stay in the Netherlands <a href="https://www.refugeehelp.com">https://www.refugeehelp.com</a></p> <p><b>Red Cross information line via WhatsApp</b> Send a (voice) message in Ukrainian, Russian or English via WhatsApp. A volunteer will contact you soon.</p> <p>Immigration and Naturalization Service (for example if you need visa extension) <a href="https://ind.nl">https://ind.nl</a></p>	<p>+31 6 83 09 76 96</p> <p>+ 31 6 48 15 80 53</p>
<p><b>Ukrainian Embassy</b> Zeestraat 78 2518 AD Den Haag <a href="mailto:emb_nl@mfa.gov.ua">emb_nl@mfa.gov.ua</a></p>	+31 70 362 60 95

<p><b>Living allowance</b></p> <p>Do you have a temporary address in our municipality? And not enough money to live on? Then we will help you with a sum of money. We call this amount living allowance. There will be a national scheme for this shortly. Until then, there is a temporary solution in Utrecht.</p> <p>Make an appointment and request a debit card with living money via <a href="http://www.utrecht.nl/leefgeldoekraine">www.utrecht.nl/leefgeldoekraine</a>. You will receive a debit card with an amount for living allowance. This is a BNG prepaid debit card. With this card and your PIN you can pay at any payment terminal in the Netherlands, and withdraw cash.</p>	<p><a href="http://www.utrecht.nl/leefgeldoekraine">www.utrecht.nl/leefgeldoekraine</a></p>
<p><b>Registration in municipality of Utrecht</b></p> <p>You can register at an existing address in the municipality of Utrecht. It does not matter how long you stay at that address. You need this if for instance you want to work or open a bankaccount.</p> <p>Call the municipality of Utrecht to make an appointment for registration. You will then be given a menu and you can also choose English. The appointments are on Wednesday or Thursday morning at the municipal office, Stadsplateau 1.</p> <p>No Ukrainian passport but Ukrainian national? The Ukrainian embassy in The Hague can issue a special document. With this you can register in the municipality of Utrecht.</p>	<p>Tel +31 30 286 00 00 (also English spoken) Week days 8.30 am - 5.30 pm; Thursday 8.30 am - 8.00 pm</p>
<p><b>School</b></p> <p>Parents with children up to the age of 12 can get in contact with the Language School via <a href="mailto:start@taalschoolutrecht.nl">start@taalschoolutrecht.nl</a> or through the button on the website of the language school <a href="https://taalschoolutrecht.nl">https://taalschoolutrecht.nl</a> (only in Dutch)</p> <p>(Parents with) children in the age from 12 - 18 years can make an appointment for an intake with Ithaka, via <a href="http://www.ithaka-isk.nl/aanmelden-oekraiense-leerlingen-12-18-jaar">www.ithaka-isk.nl/aanmelden-oekraiense-leerlingen-12-18-jaar</a> (in Dutch and English).</p> <p>With questions about studying in Utrecht, please go to <a href="http://www.UAF.nl">www.UAF.nl</a></p>	
<p><b>Laundry</b></p> <p>In hotels you can have your clothes washed twice a week In a host family this is in consultation with the host</p>	
<p><b>Host families</b></p> <p><b>Red Cross helpline</b> For questions, advice and support Monday to Friday from 9:00 am to 9:00 pm</p>	<p>+31 70 44 55 888</p>
<p><b>Pets</b></p> <p>Animals entering the Netherlands must be examined and registered by a veterinarian. You can make an appointment for this with the Rijnlaan Veterinary Practice, Rijnlaan 25, Utrecht (free of charge).</p> <p>Help for animals from Ukraine <a href="http://www.hulpvoordierenuitoekraine.nl">www.hulpvoordierenuitoekraine.nl</a> (information in NL, Eng, Ukr en Russ) <a href="mailto:info@hulpvoordierenuitoekraine.nl">info@hulpvoordierenuitoekraine.nl</a></p> <p>Here you can go for vaccinations, pet supplies or temporary shelter for your pet</p>	<p>+31 30 2883495</p> <p>+31 88 811 33 33</p>

Animal ambulance (only in case of emergency)	+31 6 54772700
--	----------------

## HEALTH INFORMATION

<p><b>Doctor</b></p> <p>General practitioner during the day: Are you placed in a hotel or a host family and do you need medical care? Then contact a doctor in your area. You can do this via <a href="http://www.zorgkaartnederland.nl/huisarts/utrecht">www.zorgkaartnederland.nl/huisarts/utrecht</a> (only in Dutch)</p> <p>General practitioner post (Monday to Friday from 5 p.m. to 8 a.m. and on weekends): Deaconesses emergency post Burgemeester Fockema Andreaelaan 60</p> <p>Before visiting a hospital or a specialist, you first go to a general practitioner for a referral.</p> <p>Costs: Refugees are entitled to basic care based on their Ukraine document. Care provider can declare costs via CAK.</p>	+31 88 - 130 96 70
<p><b>Midwife</b></p> <p>Here you can go with questions about pregnancy Praktijk West Marco Polostraat111</p>	+31 30 288 66 66 In case of emergency: +31 654 72 39 79
<p><b>Youth health care GGDru (0 to 18 years)</b></p> <p>Here you can go to the consultation office, for (free) vaccinations for babies and children, and questions about health and raising children from 0 to 18 years.</p> <p>Youth health care is free</p>	+ 31 30 286 33 00
<p><b>Pharmacies</b></p> <p>Go to any pharmacy in the area. You can locate one via <a href="http://www.zorgkaartnederland.nl/huisarts/utrecht">www.zorgkaartnederland.nl/huisarts/utrecht</a> (only in Dutch)</p> <p>If a pharmacy nearby is not open: Service pharmacy (Dienstapotheek): <a href="http://www.dienstapotheekutrecht.nl/">www.dienstapotheekutrecht.nl/</a> Deaconesses emergency post Burgemeester Fockema Andreaelaan 60</p>	+31 30 214 4583
<p><b>Emergency Dentist</b></p> <ul style="list-style-type: none"> <li>Tandartsenpraktijk Muradin, Vleutenseweg 121</li> <li>Jouw Mondzorg, Meerkoethof 48</li> </ul>	+31 30 296 49 49 +31 30 251 60 66
<p><b>Mental health</b></p> <p>GGZ Altrecht You can register via Altrecht Start <a href="https://www.altrecht.nl/verwijzers/">https://www.altrecht.nl/verwijzers/</a> and <a href="mailto:entree@altrecht.nl">entree@altrecht.nl</a>.</p>	+31 30 230 85 55
<p><b>Corona</b></p> <p>Information: <a href="#">Коронавірус - Pharos</a></p>	