

HOUSING AND SHELTER

People without a residence permit do not have the right to rent accommodation in the Netherlands, but they cannot rent a house if a housing permit is required. If you rent from a private owner, you have legal rights as a tenant. Keep proof of your payments, to ensure these rights. Since most landlords ask for proof of income, many undocumented migrants end up renting as subtenants, with greater risk of being exploited.

> **For shelter and guidance, some rejected asylum seekers can - under certain criteria - get a place for a maximum of 1.5 yrs. in the LVV shelter ('Landelijke Vreemdelingen Voorziening').** For more information, go to Loket Ongedocumenteerden, Houtmankade 334, 1013 RR Amsterdam, opening hours are Monday to Thursday from 10.00 until 12.00hrs, or call: 020 737247. www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/

In case of medical circumstances, undocumented people from safe countries or refugees with a Dublinclaim can get a temporary 'emergency bed'. You can ask for a medical screening of the Municipal Health Authority (GGD) at Loket Ongedocumenteerden, Houtmankade 334, 1013 RR Amsterdam, opening hours Monday to Thursday from 10.00 until 12.00hrs, 020 7372472. You can also contact your support organisation, Kruispost or a Doctor.

Looking for assistance in finding emergency shelter?

For assistance in finding emergency shelter, contact Steungroep Vrouwen zonder Verblijfsvergunning, Wereldhuis, Stap Verder, or Amsterdam City Rights. **Do you need emergency shelter because of the cold, or Covid-19? Check the website of the municipality:** www.amsterdam.nl/dakloos, contact your support organisation or mail Amsterdam City Rights signal@amsterdamcityrights.org.

POLICE AND DETENTION

Reporting a crime to the police

Any victim of a criminal offence is allowed to report the offence to the police. Since the launch of the 'Free In/Free Out' policy or 'Veilige Aangifte' in 2016, all victims of crime are allowed to report offences to the police regardless of their legal status. In other words, it should be safe for people without a residence permit to report a crime. Experience shows that this is more often the case in bigger cities such as Amsterdam than in rural areas. If you are not confident enough to report a crime by yourself, ask a friend, an acquaintance, or a support organisation like Stap Verder www.stapverder.info, Wereldhuis www.wereldhuis.org, Amsterdam City Rights www.amsterdamcityrights.org or Steungroep Vrouwen zonder Verblijfsvergunning www.svzv.nl to call in advance, or even to go with you to the police station.

> **Please note: The police may ask you for a proof of your identity, but if you hold no valid ID this is not a valid reason to refuse you the right to report.**

Detention

The police are only allowed to check your identity if they have a valid reason to do so; for instance, if you didn't pay the tram-ticket, or if you drink in the park, where it is forbidden to do so. If you cannot show a valid ID card or a valid residence permit at the moment you are approached by police, the police are allowed to detain you for 9 hours (nightly hours don't count). If further investigation is required, this period of detention can be extended by 72 hours. After that, you could be transferred to the Aliens Police. At the Aliens Police a decision is taken (in theory) within 6 hours, and this could become Alien Detention, or lead to a decision to be obligated to leave the Netherlands, or even Europe within four weeks.

> **Please note: You have the right to a lawyer. > Make sure that a person or an organisation you trust always has your personal details: your name, date of birth, country of origin, and V-number. If needed, this trusted person or organisation can contact your lawyer, if you are detained for some reason.**

RETURN TO YOUR COUNTRY OF ORIGIN

There is support for 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 providing financial stimulus to those wishing to depart. These are paid for by the Dutch government. For independent, non-government advice, contact the International Organization for Migration (IOM) in the Netherlands, which offers help to migrants worldwide at www.iom-nederland.nl, and supports people in the Netherlands without a residence permit who wish to return voluntarily to their country of origin.

> **Please keep in mind the benefits provided by the Dutch government usually do not cover the money spent to come here.**

KNOW MORE ABOUT YOUR RIGHTS information for undocumented people in Amsterdam

This flyer provides information about the rights of undocumented people and where to go for assistance. People without a valid residence permit can and should be helped. As citizens of Amsterdam, they contribute to city life, yet many are prevented from meeting their basic needs because of their lack of official status. The city should take positive action to care for all its citizens, whether or not they have papers, and it should have consideration and understanding for the difficulties with which many undocumented migrants live. #humanrightsinthecity

The flyer is initiated by Human Aid Now www.humanaidnow.org, Neighborhood Feminists www.neighborhoodfeminists.com, Amsterdam City Rights www.amsterdamcityrights.org and compiled by Steungroep Vrouwen zonder Verblijfsvergunning (SVZV) www.svzv.nl, stichting LOS www.stichtinglos.nl and the Amsterdam City Rights team.

PLEASE NOTE: OPENING HOURS OF (SUPPORT) ORGANIZATIONS COULD BE LIMITED DUE TO COVID-19 RULES. CALL OR EMAIL FIRST.

For more detailed information about your rights, visit www.basicrights.nl, www.stichtinglos.nl, www.amsterdamcityrights.org. Contact signal@amsterdamcityrights.org for feedback and / or remarks.

HEALTH CARE

Are you an undocumented migrant in need of medical care?

Even with no residence permit, you still have the right to health care in the Netherlands. For emergencies, call **112**, but for all non-emergency care, your point of contact is a General Practitioner (or 'huisarts') in the area where you live. Even if you don't have enough money to pay for the care, the doctor cannot refuse to provide necessary health care, or care beyond urgent issues. The doctor can be compensated by the government.

Some doctors may not know about your right to health care. If so, please share these websites with them: www.doktersvandewereld.org/zorginfo www.hetcak.nl/zakelijk/regelingen/onverzekerbare-vreemdelingen.

Many undocumented people go to Kruispost for medical help:

www.oudezijs100.nl/kruispost-english/about-us/who-are-we

> Please note however that 'Kruispost' is not the same as having a General Practitioner.

If you have trouble accessing medical care, Doctors of the World ('Dokters van de Wereld') can mediate. Visit the 'Zorgbus' to receive support www.doktersvandewereld.org/contact/need-help

If you have questions, you can also leave a phone message at the Helpdesk 020 7653801, or email zorgrecht@doktersvandewereld.org.

if the doctor prescribed medication, undocumented people have the right to go to 5 pharmacies in Amsterdam:

Medicijnman Apotheek, Utrechtsestraat 86,

Sumatra Apotheek, Sumatrastraat 92,

Benu Apotheek Wester, Postjesweg 99-101,

Pharmacie Le Village, Osdorpplein 359,

Ganzenhoef Apotheek, Bijlmerdreef 1169.

> Make sure the Doctor puts on the prescription paper:

Noodfonds Amsterdam, your country of origin and 'CAK'.

> The list of pharmacies can change, so check the CAK website for updates:

www.hetcak.nl/nl-nl/zakelijk/regelingen/onverzekerbare-vreemdelingen

> Please note: For people who menstruate, you can obtain period products

(pads and tampons) through the World House www.wereldhuis.org in

'Centrum', the 'Zorgbus' www.doktersvandewereld.org/contact/need-help,

and by contacting Neighborhood Feminists, in 'Zuidoost'

www.neighborhoodfeminists.com.

CHILDHOOD AND FAMILY LIFE

Under the International Convention on the Rights of the Child, children without a residence permit must not be treated differently from children with a residence permit. This means that they have the right to education, youth medical care, and shelter, also in the Netherlands.

Sadly, in daily life these rights are not known by enough people. Not knowing the rights of children can cause severe problems for them, which is why it is extremely important that all those involved in children's lives also know that all children have the same rights, whether they are documented or not.

Even if you as a parent are undocumented, you can still receive support and assistance in the care of your child. If you want to know more about marriage, registering the birth of your child, your rights as an undocumented parent, or advice about your (housing) situation as an undocumented family, contact www.stapverder.info, www.wereldhuis.org, www.svzv.nl.

FOOD SUPPORT

Food packages are possible for undocumented people, even if refused access to the official Food Bank, or 'Voedselbank'. There are numerous food aid initiatives in the city. If you are in 'Centrum' contact World House www.wereldhuis.org and Sant'Egidio www.santegidio.nl/daklozen,

in 'Noord' contact Cleopatra www.spe-amsterdam.nl/netwerk/cleopatra

in 'Oost' contact the Eltheto Kerk

www.protestantsamsterdam.nl/kerk/elthetokerk,

in 'Zuidoost' contact Stap Verder www.stapverder.org,

Stichting Akwaaba www.akwaabazorg.nl, Hoop voor Morgen

www.hoopvoormorgen.nl/voedselbank, Carabic www.stichtingcarabic.nl,

in 'Zuid' contact the Lutheran Diaconie www.diaconie.com,

in 'West' contact World House www.wereldhuis.org,

in 'Nieuw West' contact the Pauluskerk www.santegidio.nl/daklozen,

> Ask for information in Mosques and Churches, like the All Saints Parish and the Love Christian Center in 'Zuidoost'.

LEGAL ASSISTANCE

Access to legal assistance is considered a fundamental right in the Netherlands, also for those without a residence permit. Everybody who needs legal assistance but is unable to pay for it can get a large part of their costs reimbursed. This is written in the Dutch constitution. A number of community organisations in Amsterdam also offer assistance and advice on legal issues most common for people without a resident permit. Contact www.stapverder.org, www.wereldhuis.org, www.svzv.nl, www.askv.nl, www.amsterdamcityrights.org.

Where can you go for legal advice about employment law, housing law, social law or family law?

You can visit the Legal Help Desk, or 'Juridisch Loket', for free.

www.juridischloket.nl is an accessible advice centre. The Legal 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 inform them that you have the right to legal assistance.

If necessary, the Legal Help Desk can refer you to a lawyer. It is important that you bring all documents that relate to your problem, and any phone conversations to keep your legal paperwork next to you.

If you want to talk to a lawyer directly:

Contact Wereldhuis, email info@wereldhuis.org which offers legal

counseling every Thursday between 13.00 - 15.00hrs. **> Please note:**

First make an appointment by sending an email or call 06 2282 1472.

Legal assistance is available at Stap Verder www.stapverder.org in Amsterdam Zuidoost, Hoogoord 187a every second Wednesday of the month from 14.00hrs. on. You don't need an appointment, but do come on time.

> Services in both Wereldhuis and Stap Verder are free of charge.

WORK AND HUMAN TRAFFICKING

As an undocumented migrant, you are not legally allowed to work. A lot of people work in the informal labour market, however. In theory, Dutch labour law is still applicable, which means that rules about minimum wages, payment during illness, and days off should be respected.

As an undocumented migrant, you face greater risk for exploitation. Some exploitation indicators are: you work very long hours, you are paid little or not at all, or you are even locked up during working hours. You have the right to press charges if you are being exploited. For a legal case, you must first gather evidence: whenever possible, keep track of where you are, the amount of hours that you work, any communication between you and the employer, the names of your employers, the location. Take photos and keep WhatsApp messages as evidence.

For more information about work and human trafficking:

www.fairwork.nu/en/frequently-asked-questions/

> Don't wait too long to ask for help!

Support organisations include FairWork www.fairwork.nu, Amsterdams

Centrum Mensenhandel, www.hvoquerido.nl/acm and Recht in Zicht (Right

in Sight) www.legerdesheils.nl/meetingpoint/juridische-begeleiding.

PRIMARY AND ADULT EDUCATION

All children between 5 and 18 years old are required to go to school. The school may not share any information about its pupils with others. Do ask for assistance of social workers or people you trust if you run into difficulties registering your child at a school.

Adults without documents cannot go to school. There are options for higher education, but much depends on your personal situation, for advice contact www.askv.nl/pao.

The city offers a number of possibilities for taking Dutch language classes or other educational courses. Please check:

www.boostamsterdam.nl, www.wereldhuis.org, www.sobamsterdam.nl,

www.askv.nl, www.casamigrante.nl, www.stapverder.org,

www.abcamsterdam.org, www.foundationuniversity.com,

www.heretosupport.nl/academy. In Community Centres, or 'Buurthuizen'

you can also enroll in Dutch courses or join other activities.

You are can also take online courses through www.courseera.org,

www.skillsbuild.org, for example. Please contact

www.amsterdamcityrights.org if you want to know more.