

YOUTH IN ACTION

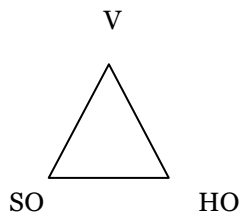
Factsheet European Voluntary Service (EVS) - Youth in Action

EVS volunteers in The Netherlands

This factsheet is for EVS volunteers in The Netherlands. It gives information about the partners in an EVS project, finances and the EVS training cycle. We also give you information about the insurance and how to use it, and some other practical information and contact addresses. If you think other things should be mentioned, of course you can contact us.

The partners in an EVS project

In every EVS project, three project partners work together.



First of all *the Volunteer (V)*.

You are between 18 and 30 years old and have decided to work abroad for 2-12 months. In the preparation of this project, you have talked to at least two organizations.

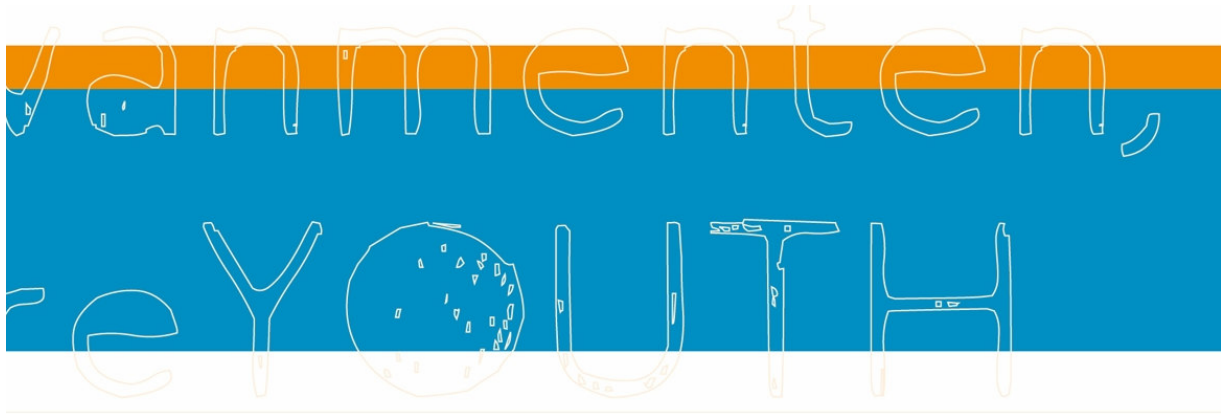
The Sending Organization (SO)

This organization helps to find an EVS project, prepares the volunteer for the stay abroad, arranges international travel and insurance. The SO keeps in contact with the volunteer while s/he is abroad.

The Hosting organization (HO)

This is the organization that hosts the volunteer in an EVS project. The HO is responsible for arranging board and lodging, language training, support, local travel costs and for paying your pocket money. They have designed a host project for you, thought about your tasks, involvement in the local society etc.

Good communication, mutual understanding of expectations and trust are basic elements of this partnership. In every project there should be clear agreements about all provisions, tasks of the volunteer and finances.



What to do in case of a problem or an emergency?

It can happen that during your project a problem or emergency occurs. Of course, if it is an emergency, first contact the police, fire brigade or doctor, and your insurance company. Make sure that officials put everything on paper, and keep the receipts for refunding.

If there is a problem, of course it depends on what kind of problem or question, whom to talk to. In general, the way would be:

- ❖ Talk to your supervisor of the HO
- ❖ Inform your contact person of the SO
- ❖ Try to solve the problem between the three project partners
- ❖ If communication between the project partners is not possible and/or in case of an emergency, contact the National Agency (NA) of The Netherlands.

Finances and provisions

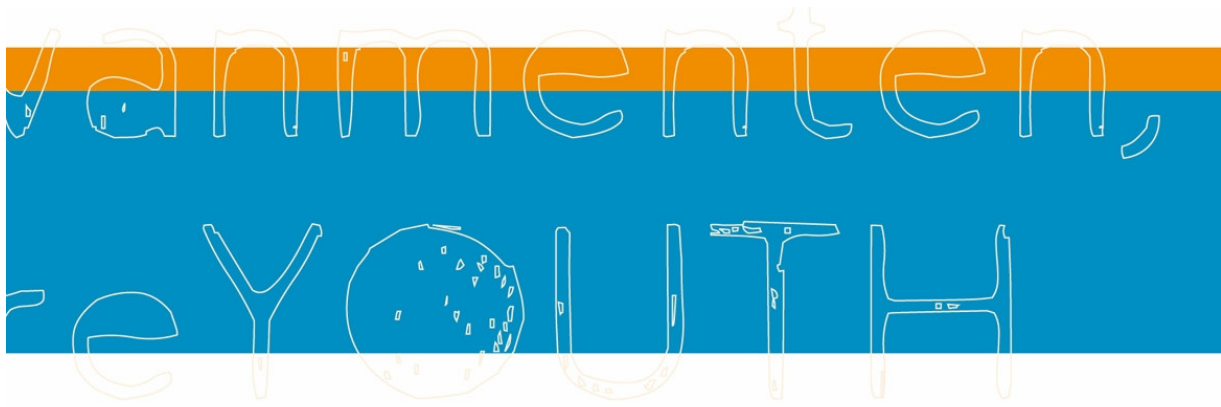
The Youth in Action programme supports EVS projects financially. A general objective is that the volunteer does not have to contribute financially to an EVS project.

Organizations receive fixed amounts for EVS projects. The provisions offered by the organizations differ from each other, depending on the kind of organization, the city where the organization is, its activities etc.

One thing that is the same for all EVS volunteers in The Netherlands, is that you will receive €115,00 a month for pocket money. This is not for food, rent or local transport. You can spend it the way you want.

Training in EVS projects

To do an EVS project means that you get a lot of new experiences and learn a lot of new things. You will learn to live in a new country with another language and culture. Also you will learn to work in an organization with maybe different kinds of activities than you are used to. Maybe it is your first experience to live on your own. You will probably learn a lot about yourself, your personality. To get the best out of your EVS project and to make it a real learning experience, a training cycle is part of your EVS project. Every volunteer is obliged to attend the following trainings:



Pre departure training

in which you are prepared for a stay abroad, maybe learn something about the country that you are going to, talk about your motivation and (discover) your expectations.

On arrival training

in which you will meet other EVS volunteers who arrive in the same period as you in The Netherlands. The training is about what is volunteering, how do you feel about being in this country, intercultural learning, how to manage conflicts in your work, and what is, and what to expect from, a supervisor.

Midterm meeting

that gives you the possibility to see how far you have come so far with achieving your goals. What have you done until now and what do you still want to do, what have been the obstacles and what was much easier than you thought, do you speak Dutch already.

Returnee day (in some countries)

Looking back at EVS and looking forward, and what are you doing now. Some of your new ideas, e.g. in the form of a Youth Initiative can be worked out.

Insurance

All EVS volunteers are insured through the EVS central AXA insurance scheme. On the website of AXA you can check the cover and the regulations. You can download the brochure of AXA for detailed information.

Tip: if you have doubts concerning costs contact AXA up beforehand!

You can be insured by AXA in two ways:

- ❖ *Complementary cover*
You are still insured in your home country by a national insurance scheme, which has provided you with an EHIC (European Health Insurance Card).
- ❖ *Full cover*
You are fully insured by AXA. You do not have an EHIC.

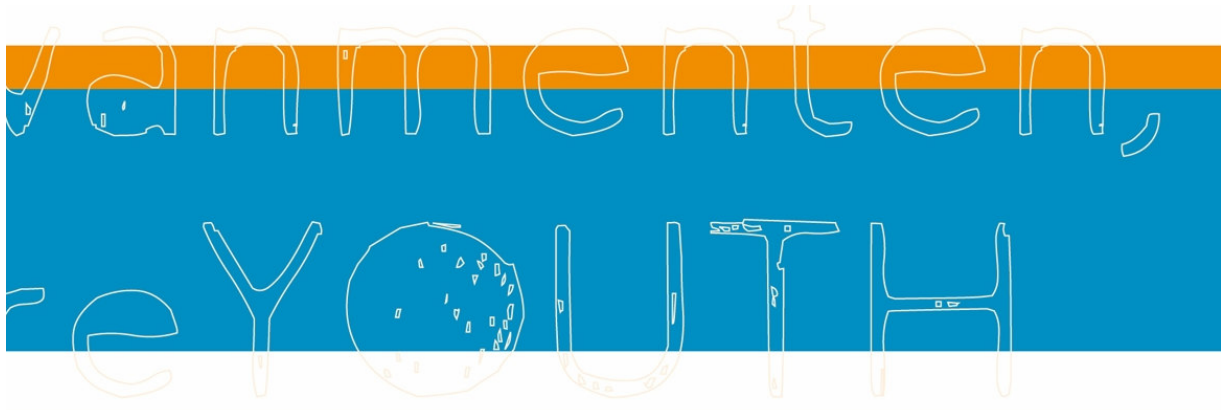
In case you make medical costs or other costs that are insured:

- ❖ If you have the EHIC: send your bill to Agis in Amersfoort, The Netherlands. If your costs are covered by your EHIC they will refund them.
- ❖ If you do not have the EHIC or the costs are not covered by it: send in the refund form to AXA in France.

Important!

When visiting a doctor or hospital, show your EHIC. If you do not have an EHIC, explain how you are insured.

If the costs are high, make an agreement on the payment and ask if they can send the bill directly to Agis or AXA. In that case you will not have to pre-finance.



Important to know when living in The Netherlands

ID card/passport

In The Netherlands you are obliged to always carry an ID card or passport with you.

Money

You can open a bank account. Most chance you will have with a local bank of i.e. the Rabobank. You need to fill in some papers and you will receive a card with a 'pin code'. This card can be used to get money from your account and to pay with in i.e. shops. It can be used everywhere in The Netherlands and often even abroad. The card also has a 'chipknip': you can load small amounts of money on your card for small payments and making phone calls.

Public transport

At train stations of the 'Nederlandse Spoorwegen (NS)' you can buy a card for 40% discount on train trips after 9.00 a.m. and during the weekends. This card costs €55,00 a year. Also for busses and trams there are possibilities to travel with discount. Ask your host organization for more information.

Shops

Shops are usually open from Monday to Saturday from 9.00 a.m. until 5.00 or 6.00 p.m. On Mondays shops often open a couple of hours later. Shops are normally closed on Sundays, but in large cities they are open at least once a month on Sunday. In some small towns shops and other businesses close for lunch break. In some cities the shops are open Thursdays until 9.00 p.m., in others that is on Friday. Supermarkets usually open earlier and close later than shops and banks etc.

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Contact addresses

Agis Zorgverzekeringen

Afdeling Buitenland
Postbus 1725
3800 BS Amersfoort
P: (+31) (0)33 445 6870
Website: <http://www.agisweb.nl/>
For **EHIC**: <http://www.ehic.nl>

AXA Insurance

European Benefits Administrators (EVS plan)
82, Rue Villeneuve
92587 Clichy Cedex, FRANCE
P: +33 1 44 71 50 29, emergencies +33 1 55 92 26 06
F: +33 1 44 71 48 79
E-mail: evs@euroben.com
Website: <http://www.europeanbenefits.com>

Euro<26

This organization provides you with a discount card for youngsters under 26. You can get discounts in the whole of Europe i.e. on CD's, movies, museums. In The Netherlands this card is not very well known however.

If you did not receive this card then contact:
European Youth Card Association - Office
Füge utca. 6. mf. 4
1022 Budapest, HUNGARY
P: +36 13 36 06 22
F: +36 13 36 06 23
E-mail: mail@eyca.org
Website: http://www.eyca.org/opencms/opencms/eyca_org/