



# Reception Monitoring Report

## Hoofddorp, Emergency Reception Facility (Van de Valk – Schiphol Hotel)

November 11, 2022; and  
December 9, 2022

### Best Practices

- UNHCR commends the unrelentless efforts from HVO Querido to arrange education for the children. Without their dedication it might have even taken longer before all parties would have reached an agreement.
- UNHCR also commends the staff from HVO Querido, who without a lot of guidance, had to start running the reception facility from scratch. It also shows that the day-to-day management of a reception facility can be done by an organization other than COA.

### Recommendations

- UNHCR recommends increasing the number of activities aimed at children, possibly by engaging external organizations such as TeamUp or Stichting de Vrolijkheid, or by engaging residents themselves in organizing activities.
- Although UNHCR notes the sensitivities due to the large differences in legal status between the residents of the facility, UNHCR recommends to increase efforts in assisting both recognized refugees and asylum seekers in their access to the labor market, e.g. by establishing a '[meedoen-balie](#)'.
- UNHCR recommends increasing the involvement, active engagement and inclusion of residents and their views in the day-to-day operations of the reception facility, through group discussions with all residents.
- UNHCR commends the engagement of both COA and HVO Querido with the residents. However, UNHCR recommends increasing attention to individual counseling to identify vulnerabilities with both children and adults residing at the facility.
- The UNHCR notes that all residents receive a money card and although UNHCR commends that the facility still provides baby and menstrual hygiene products, UNHCR recommends that a standard package of hygiene products is at all times offered by the facility to the residents. This to ensure that all residents have basic hygiene products, e.g., shampoo, toothpaste, etc.
- UNHCR notes that a hotel, especially one located next to a highway, as a reception location is not suitable for long term reception given the complete lack of infrastructure needed to properly accommodate asylum seekers and refugees. However, given the current situation of lack of reception capacity this location suffices for short term reception.

Location	Van der Valk Hotel, Hoofddorp	
Persons/organisations interviewed	Janneke Majoor, HvO Querido	
	HvO Querido, woonbegeleiders	
	Peter Pijnenburg, COA	
	Sylvia Kramer, VwN	
	Billy van der Valk, Van der Valk Hotel	
	Just4Care	
Date of visit	November 11, 2022	
Visit conducted by	Luke Korlaar and Fien Kamer	
<b>Background Information</b>		
Maximum Capacity	Current Capacity	Accommodation Type
	375	Emergency reception facility
<b><u>Background</u></b>		
<ul style="list-style-type: none"><li>- The temporary emergency reception facility is in a hotel ‘Van der Valk Hotel, Hoofddorp’. The hotel is still open for hotel-guests to use. One section of the hotel is dedicated for the reception of refugees and asylum seekers.</li><li>- At the time of visit, 375 individuals were residing at the facility. Most of this group are Afghan evacuees (around 240). Next to that, the main nationalities are Syrian and Eritrean nationals. In total, 130 children (mainly Afghan) reside at the facility. The Afghans have all been granted international protection.</li><li>- The facility initially opened for six months. The contract has recently been extended for another six months, until the 1st of June.</li></ul>		

<b>Main observations</b>		
<ul style="list-style-type: none"> <li>- Both COA and HVO Querido are present at the facility. HVO is contracted by COA and responsible for the day-to-day management of the reception facility and for guidance and support of the residents. They are present every day between 09.00 and 21.00. They work closely together with COA, as COA is ultimately responsible for the reception facility.</li> </ul>		
<b><u>Interaction with the local community</u></b>		
<ul style="list-style-type: none"> <li>- The facility's location is very remote, with the nearest village a 30-minute walk away. Additionally, the municipality of Hoofddorp was not informed from the very beginning about the intentions of Van der Valk management and COA to open this emergency reception facility in Van der Valk Hotel in Hoofddorp. Due to this lack of communication, the municipality is not much involved with the facility. Also, it was reported that many local residents are not aware of this reception facility in their municipality.</li> <li>- Van der Valk expressed its wish to keep hotel-guests and residents separate. Of course, both visitors and residents can walk around freely, but the residents live in a separate and enclosed part of the hotel.</li> </ul>		
<b><u>Structure and material reception conditions:</u></b>		
<ul style="list-style-type: none"> <li>- The residents reside in hotel rooms shared by 2 and sometimes 4 people. All rooms have their own bathroom and a small outside area.</li> </ul>		

- The recreational room is in the basement of the hotel. The room is open all day for the residents to use. There are several sofas, chairs, and tables in the room, as well as several toys for children and a projector to watch films/football. Due to the lack of windows, there is no fresh air or daylight in this room.
- Adjacent to the recreation room is the dining area. The former storage room of the hotel has been transferred into a dining area where the residents have three meals a day. The food is prepared by the hotel's kitchen staff and placed on a buffet in the middle of the dining area. In the beginning residents had complaints about the food; it was not the food they were used to, and it was too unhealthy (a lot of fried food). The kitchen staff adapted the food based on the feedback from the residents and residents are much more satisfied now.
- The rooms of the residents must be cleaned by the residents themselves. Additionally, every Wednesday a cleaning company cleans all the rooms. The recreational and dining area are cleaned by the hotel staff. Van der Valk has engaged the organization 'CosyLodge' to supervise the hygiene in the rooms of the residents.

#### Asylum procedure:

- The largest part of the residents are Afghan evacuees. They all have received a positive decision in their asylum procedure. They have a residence permit and are now awaiting housing. Only a few people will eventually receive housing in the neighbourhood of Hoofddorp, most will receive housing elsewhere in the country.
- After receiving a residence permit refugees should register in the civil registry and receive a BSN-number. This number is necessary for, among others, opening a Dutch bank account and it enables refugees to start working. Due to the long waiting time at these registers, it can take a long time to receive a BSN -number. After much effort from COA, most Afghan evacuees residing in the facility have now received their BSN-number.
- The other residents, mostly Syrian and some Eritrean nationals, are still in their asylum procedure. Many have not had their first interview with the Dutch Immigration Authorities (IND) and have no perspective on when their case will be heard.
- The difference between these two groups causes tension within the facility. The difference in waiting time between the residents causes feelings of unfair treatment, anger, and stress. Several asylum seekers have started hunger strikes as a protest to long waiting times. Following these strikes, the IND has agreed to visit the facility and inform the residents on the asylum procedure.

#### Children facilities:

- About 130 children are residing in the facility, most of them are Afghan evacuees. For the first six months, these children could not attend school. There has been much miscommunication between the municipality and COA. Normally, the municipality is responsible for providing schooling for the children. However, because the municipality was not involved in opening the facility, they assumed that COA would arrange the schooling. Additionally, when the agreement was signed the municipality stipulated that COA would organise the education, which is contrary to what the usual arrangement is. All of this caused many delays in arranging education for the children.
- HvO Querido, COA and the municipalities have now come to an agreement to start a program which enables the children to go to school. Due to the staff shortage in the Dutch schooling system the children cannot enrol in the Dutch schooling system yet. Therefore, they have developed a 'landingsprogramma'. This is seen as an intermediate program where the children will receive only Dutch, English and math classes on a school site close to the facility for two half days each week. Eventually the children will be able to enrol in the Dutch schooling system.
- There are very little activities organised for the children. Four times a week HvO Querido takes care of soccer games for children and adults. Every morning, HVO, - in cooperation with the residents -, takes care of a kids program (dancing, language and creative activities) in addition to school. Occasionally, a volunteer visits the site to play games and do crafts with the children. Many residents indicate their biggest concern is the lack of school and activities for the children.

- Until all children are enrolled in the Dutch schooling system, the reception facility will not accept any new children.

#### Activities aimed at integration

- There are very little integration activities at the reception facility. Due to a shortage of Dutch language teachers, it is very difficult to start NT2 lessons. The also applies to KNM (knowledge of the Dutch society) classes.
- Recently, many recognised refugees (statushouders) have received their BSN number which enables them to find a job. However, COA and HVO Querido reported it is difficult at times to organize/solve issues for recognized refugees as this can be perceived as preferential treatment by asylum seekers awaiting their asylum procedure.

#### Medical needs and Identification of vulnerabilities

- Usually, medical assistance in reception facilities is provided by GzA. However, since GzA is short on staff they hired Just4Care to provide medical assistance.
- Just4Care have their offices in several hotel rooms and are open every day between 9.00 and 18.00 for walk-ins. Residents must wait in front of the doors of the offices to be helped, or the staff members pick them up in their room.
- The main medical complaints are related to stress, such as headaches.

#### Other observations

- Since January 2022, all partner organisations present at the facility have a 'MDO', multidisciplinary meeting. Communication between the different parties present at the facility could be improved in order to ensure that all parties have access to all information required to fulfil their jobs and responsibilities.