



Veterans.
Our mission.



Standing up to be recognized

Veterans have served our country in time of war, in armed conflict or during peacekeeping missions. For this they are entitled to care, respect and special provisions. As the main implementer of the government's veterans policy, the Netherlands Veterans Institute is the point of contact to make this happen.

Realising and encouraging social respect for veterans is our mission statement, as is recognising the effects of military action and providing the best possible care for veterans and their families.

Emphatic

We are there for Dutch veterans, young and old, male or female, either serving or not. Dutch veterans and their families have the right to the very best of care and service. The Veterans' Office, which is part of the Netherlands Veterans Institute, offers you all the information and care they need, twenty-four hours a day, seven days a week.

Each veteran has the right to a veteran pass from the Netherlands Veterans Institute. The veteran pass offers some interesting perks: free subscription to Checkpoint, the magazine for veterans, free train tickets to attend events and various discounts, for example on museum visits.

Proactive

The Netherlands Veterans Institute focuses not only on veterans, but on society as a whole. Independently or with others, we seize opportunities to create and broaden social awareness and respect. This is achieved through publications and lectures,

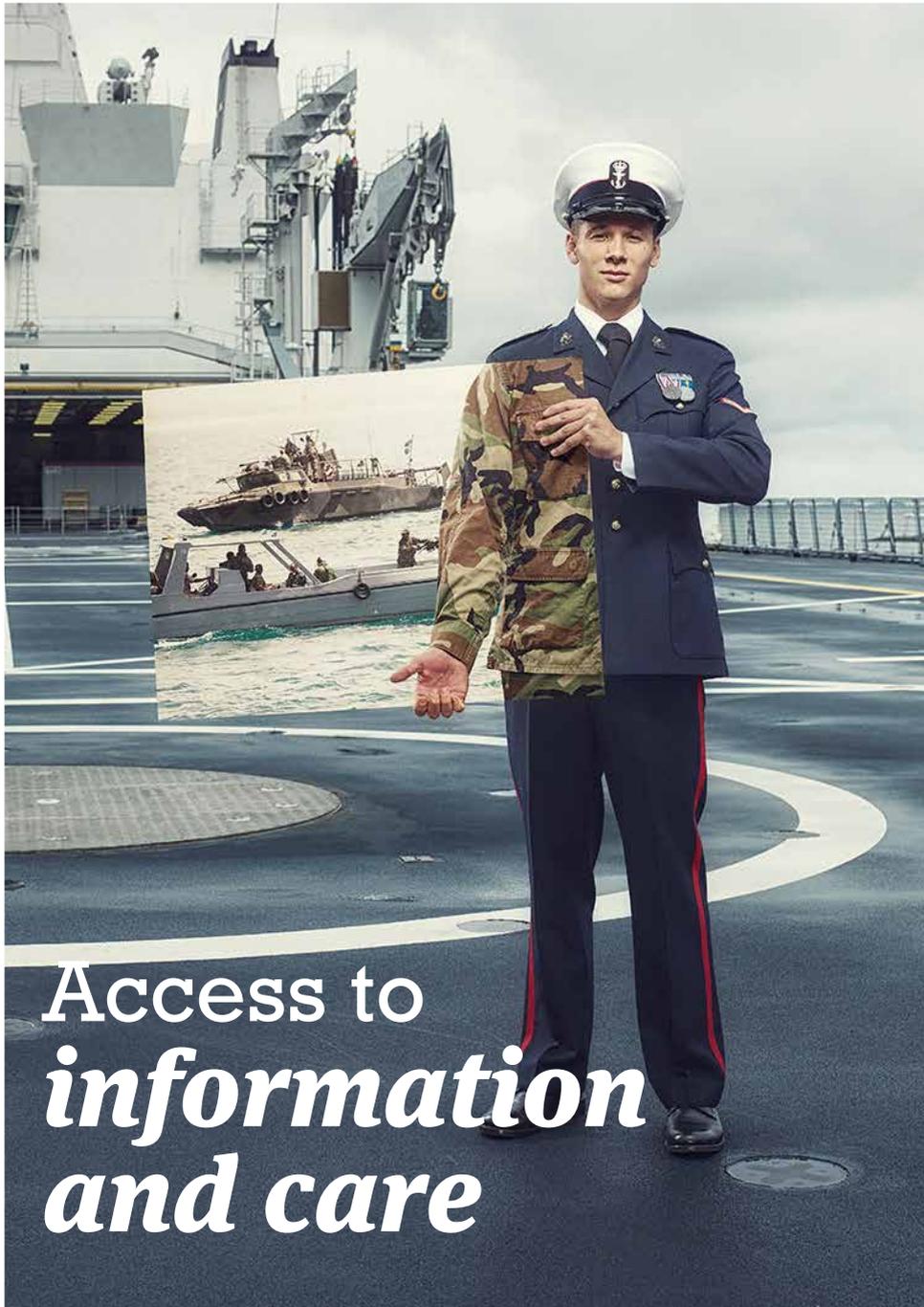
but also by carrying out or assisting in interviews and school projects. Other examples are providing support for the organisation of Veterans Day, regional veterans days and other veteran events.



Expert

The Netherlands Veterans Institute wants to be a reliable partner and a professional source of information for veterans and for all parties involved in 'veteran land' and anyone else interested, such as the media. This calls for expertise, which is why we track current trends and developments and why we accumulate knowledge in areas relevant to veterans and veterans policy, for example by carrying out or supplementing academic research.

We deal daily with a variety of questions and requests from veterans and their families, journalists, researchers, civil servants and other target groups. We provide them with answers or the help to find them.



Access to
information
and care

Veterans' Office

Dutch veterans and their families are entitled to the best of care and service, even after their time in the services. The Veterans' Office, part of the Netherlands Veterans Institute, offers this.

The Veterans' Office gives access to existing care and service from the Ministry of Defence, the Netherlands Veterans Institute, the national health care system for veterans (LZV), the General Pension Fund for Public Employees (ABP) and the Veterans' Platform. These are made accessible via one central website and telephone number. For acute cases, the office is open outside normal working hours.

Access to care and information

Veterans and their families can gain access via the Veterans' Office to a range of care options, from an advisory talk up to and including specialist treatment.

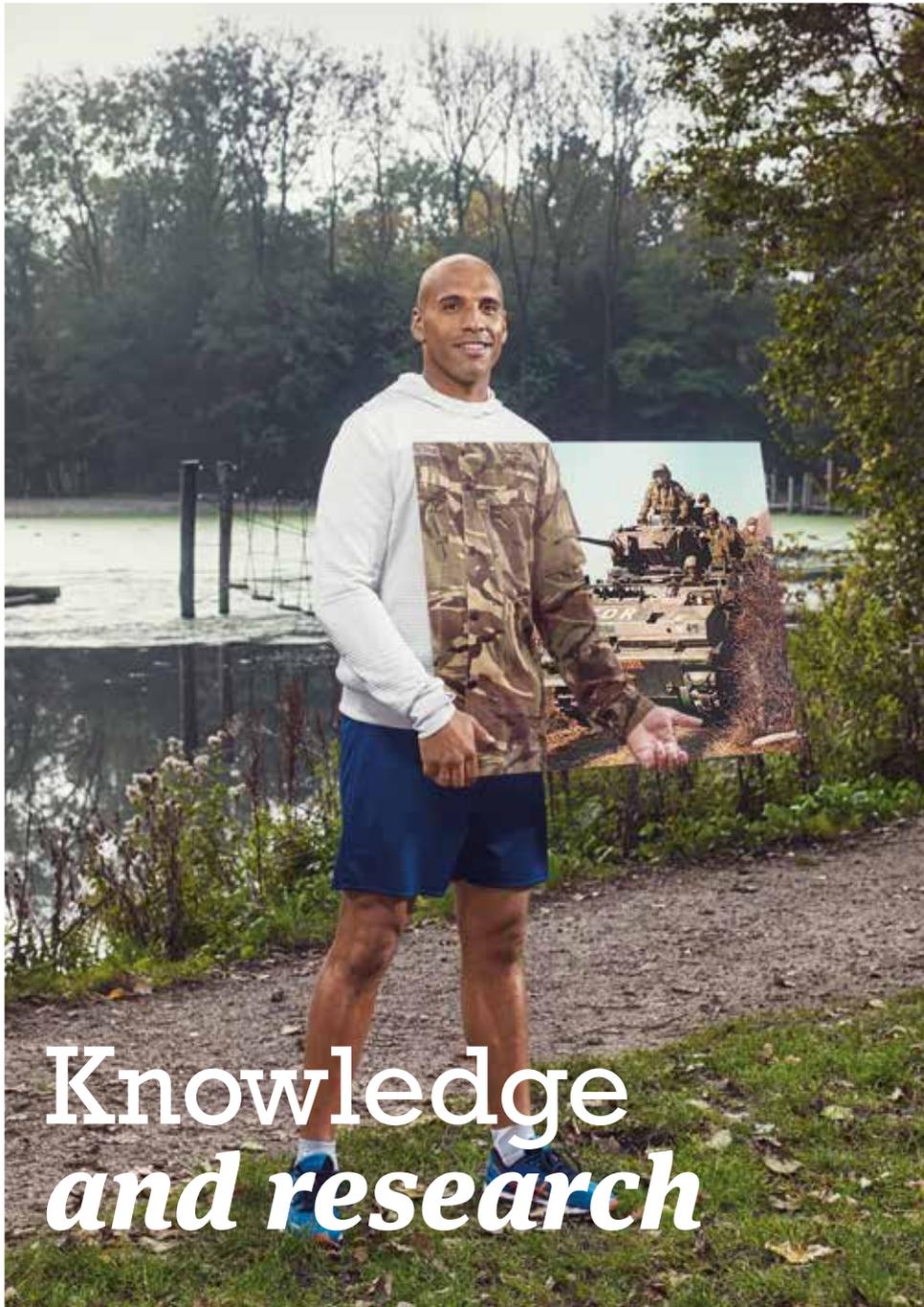


**Any help starts
by contacting the
Veterans' Office**

Go to www.veteranenloket.nl
or phone NL (0031) 88 334 00 00
or send an email to
info@veteranenloket.nl

In addition to this, the Veterans' Office offers information on material and legal matters, negotiation, mediation and other useful information about such topics as the veteran pass, meeting centres and cafes for veterans, honours lists and much more!





Knowledge and research

Knowledge and research

An important task for the Netherlands Veterans Institute is to accumulate knowledge about matters concerning veterans and to carry out, bring about and stimulate academic research in this field. To these ends, the Netherlands Veterans Institute has its own centre for knowledge and research, the KOC.

Knowledge

A small team of personnel from varying academic backgrounds keeps track of what relevant research is being carried out both at home and abroad, what is being published and what new information and developments are of value to veterans policy. This information is processed and presented in research guidelines, fact sheets, articles, books and lectures as well as on the Netherlands Veterans Institute website.

In addition, the KOC regularly adds interviews to the already comprehensive and unique audio library of veterans' life stories, which can be accessed digitally by various interested parties.

Research

Besides performing knowledge-gathering tasks, KOC personnel support and encourage research by third parties and work on their own research projects, often at the request of or together with important Netherlands Veterans Institute partners. Its focus is on the recognition of, respect for and image of both positive and negative repercussions of the experiences of war and deployment, using questionnaires as well as an online veterans panel, to identify the wishes and needs of veterans.

Information

Thanks to the wealth of information collected and constantly updated by the KOC, veterans and their families can always come to the Netherlands Veterans Institute with questions related to anything concerning veterans. This is especially applicable to health care professionals, researchers, Ministry of Defence policymakers and journalists. KOC personnel will answer their questions directly, or if this is not possible do their absolute best to help them find an answer quickly.





Home front

Are you the parent, partner, relative or child of a veteran? If so, you are their home front. Since 2014, the care of Dutch veterans, victims of warfare, those injured during service and their family members has been set out in the Veteran's Act. The Netherlands Veterans Institute is here to help not only veterans, but also their loved ones on the home front.

You provide a home front during and after the mission

The impact of a mission is often severe – both for the veteran and for their home front. They are expected to keep the home fires burning while their loved one is away, which is not easy. Some on the home front feel the need to share their experiences as soon as their loved one returns home, while others don't feel that desire until later. Once a home front, always a home front – even if the mission was years ago and the veteran has long since left the service.



Support

Because family members on the home front are there for veterans, we are there for the home front. That is why the Netherlands Veterans Institute offers a variety of services specifically for those on the home front, including:

- *Home front events*
The Netherlands Veterans Institute organises annual home front events especially for the partners, children and parents of veterans.
- *The Facebook group 'Home@Vi'*
Being on the home front, you may feel a desire to get in touch with others who have been in similar situations, or who can answer your questions. The private Facebook group Home@Vi exists for this purpose and solely for the home fronts of veterans (active and retired).
- *Care and support through the Veterans' Office*
Members of the home front may contact the Veterans' Office by phone with any practical questions they have, or for assistance or support. It doesn't matter whether your veteran is still employed by Defence or has retired from the service – once a home front, always a home front.

You can email all your home front-related questions to home@veteraneninstituut.nl
For more information, go to www.veteraneninstituut.nl/thuisfront





‘Veterans in the Classroom’

Each year, in cooperation with the Dutch Veterans’ Day Committee, the Netherlands Veterans Institute reaches over 35,000 pupils and students with the educational programme entitled ‘Veterans in the Classroom’. Through the programme, veterans visit schools and speak with pupils and students about their deployment and experiences during a variety of conflicts and peace missions.

Living education

Guest lectures by veterans are a fine example of living, interactive education. The personal accounts of military experiences and the consequences of those events are what make these events so powerful. The participating veterans have been specially trained to provide guest lectures and are perfectly capable of sharing personal stories with pupils or students. A veteran’s story is sure to spark reflection among the audience.

The ‘Veterans in the Classroom’ programme is aimed at the final two years of primary school and all years of secondary, vocational and higher education. A guest lecture lasts 60 to 90 minutes on average and is free of charge! For more information, go to: www.veteraanindeklas.nl

Suitability

A ‘Veterans in the Classroom’ guest lecture fits seamlessly into a wide range of courses and programmes, such as civic education, history or social studies, for instance. A guest lecture reinforces themes and projects involving, for example, war and peace, discrimination, bullying, commemoration and celebration.

What would you decide?

For secondary school pupils, there is also the possibility of – in addition to the guest lectures – requesting the free lesson plan ‘What would you decide?’ Those in military service must often take quick decisions that will have life-or-death consequences. Should you call for air support when you are under fire, at the risk of civilian casualties? Should you help a wounded man on the side of the road, or could it be a trap? The veteran will discuss a number of dilemmas with the class while sharing his or her own experiences.

- Pupils and students give the guest lectures an average rating of 8.5.
- Teachers give the guest lectures an average rating of 8.4.

vi *veteraan in de klas*

We are there for all veterans...

who have served our country
in time of war or during
peacekeeping missions,
in the Netherlands
or wherever in the world.
For young and old,
either serving or not.

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