



Rijksdienst Caribisch Nederland

# Quickly find your path around the Caribbean Netherlands

01-01-2022

*Contains the main information about:*

- Immigration & Naturalisation (IND-CN)
- Social Affairs & Employment (SZW)
- Healthcare Insurance (ZJCN)

*Finding the correct path in a new country is a challenge for most people. Other rules, other customs and another language often make it hard to get the basis in order during the first months in your new home. This leaflet was created to provide answers to the most frequently asked questions of different services/agencies which are part of the Rijksdienst Caribisch Nederland.*

# Immigration and Naturalisation (IND-CN)

## What does the IND do?

The Immigration and Naturalisation Service Caribbean Netherlands (in Dutch: Immigratie- en Naturalisatiedienst Caribisch Nederland, IND-CN) is responsible for the implementation of the foreign nationals policy in Bonaire, St. Eustatius and Saba. The IND-CN processes applications for the admittance of foreign nationals and Dutch citizens (not being island children or tourists) who want to reside in the Caribbean Netherlands. The IND-CN also processes applications for the extension of a tourist stay and for individuals who want to become a Dutch national.



## Application submission

### How long in advance can I submit my application for extension?

As of four months prior to expiration of your permit, you can submit your application for extension.

### What if I want to submit an application but do not yet have all documents?

If documents are missing at the time of submitting of your application, you will be granted a two-week rectification delay to submit the missing documents. For a passport you will be granted a rectification delay of four weeks. Please note that if your application is approved your new permit will become effective as of the date on which the application has been completed.

### How much must I earn to be able to act as sponsor for my partner and/or children?

If you act as sponsor for only one person, you must earn at least \$1680.00 gross per month. For each extra person, such as children, for whom you act as sponsor, an additional amount will be added.

## Excerpt legal documentation

### Do I need to request a Certificate of Good Conduct for my application?

If you submit an application for extension, change, permanent residence or Dutch citizenship with the IND Bonaire, you do not have to apply for a Certificate of Good Conduct (in Dutch: Verklaring Omtrent Gedrag, VOG) yourself. This also applies to persons with Dutch citizenship who have lived within the Kingdom for the past five years. The IND-CN will request this information directly from the Attorney General's Office.

## Permanent residence

### When am I eligible for a permanent residence permit?

You will be granted a Declaration of Admittance by Law for five years, unless you have an employment contract of less than one year. After that period you can apply for a permanent residence permit.

An application can be submitted by appointment. You can make an appointment by telephone or by e-mail. On a number of days you can walk in without an appointment to submit an application. For current information on this topic, please visit: [www.rijksdienstcn.com/immigratie-naturalisatie/contact](http://www.rijksdienstcn.com/immigratie-naturalisatie/contact). Please take account of the fact that the number of applications which can be processed during walk-in hours is limited.

IND-CN strives to process applications within a period of no more than 3 months. Under the terms of law the IND-CN may take a maximum of 6 months to process an application.

## Issue of decision

### How will I receive my decision when this is ready?

As standard, decisions are sent by post to the home address of the relevant person. Work permits are sent to the employer's address. If there are any particulars, you may be called to collect the decision in person.

### What can I do if my permit application is rejected?

The available legal remedies will be stated in the decision which is sent to you, namely objection and appeal. If an objection is filed first, an appeal can only be lodged after a decision has been taken on the notice of objection.

You can also decide to submit a new application. Whether you can wait for the new application depends on different factors. You must request information about this at the IND-CN service counters.

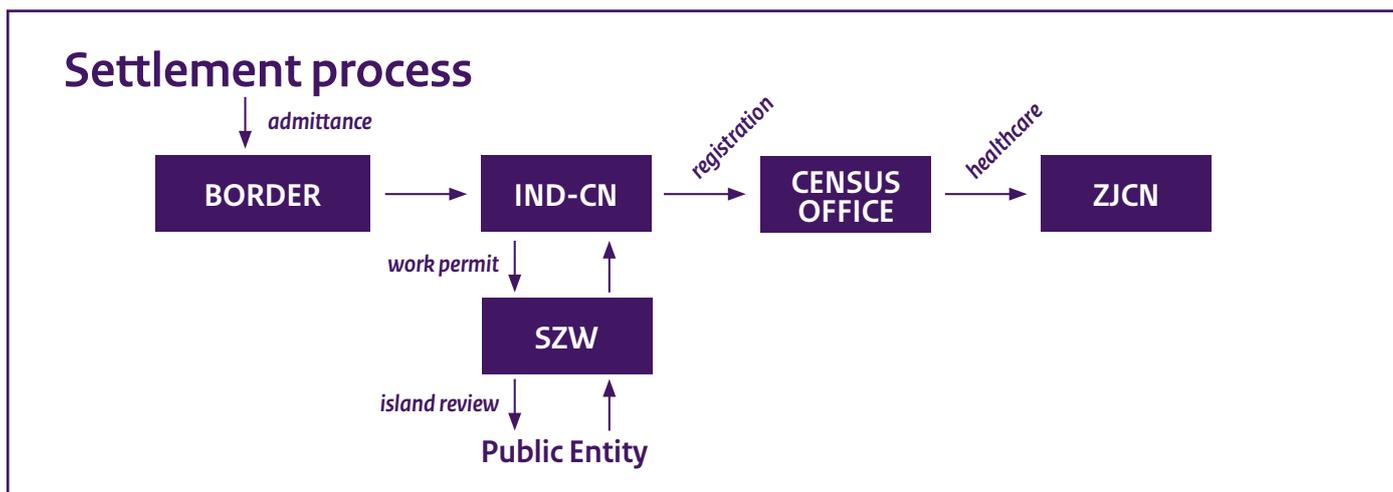
## Tourist stay

### What is the maximum period of stay as a tourist in the Public Entity?

US and Dutch nationals can stay in the territory of the Public Entities as a tourist for a maximum of six months within a time frame of one year. This period cannot be extended.

Other nationals are allowed to stay in the territory of the Public Entities for a maximum of three months within a time frame of six months.

The visa-free period of three months for other nationals than American and Dutch citizens can be extended by a maximum of three months. Extension is only possible in the event of special circumstances or exceptional situations such as force majeure. The relevant person must submit an application for this purpose with the IND-CN.



## Contact IND-CN

Do you have any questions or do you like to receive more information? Then please contact the Immigration and Naturalisation Service:

### General

Tel: (+599) 715-8330  
E-mail: [IND@rijksdienstCN.com](mailto:IND@rijksdienstCN.com)

### St. Eustatius

Tel: (+599) 318-3377  
Address: Cottageroad z/n  
Oranjestad, St. Eustatius

### Bonaire

Tel: (+599) 715-8330  
Address: Kaya Almirante Pedro Luis Brion 12  
Kralendijk, Bonaire

### Saba

Tel: (+599) 416-3805  
Address: Cap. Matthew Levenstone Street z/n  
The Bottom, Saba

# Social Affairs and Employment (SZW)

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## What does the SZW Unit do?

The RCN Social Affairs and Employment Unit (In Dutch: Unit Sociale Zaken en Werkgelegenheid, SZW) is committed to ensuring safe, healthy and fair work situations. The Labour Affairs department mediates in cases related thereto and the Labour Inspection monitors the entire process. For all information on rights and obligations of foreign workers, please refer to the leaflet '[Derechos y deberes de trabajadores extranjeros](#)'.

The SZW Unit pays out social insurance benefits to contribute to the subsistence of parents and carers, the elderly and people who are temporarily unable to work due to, for instance, sickness or pregnancy. You can read more about this in this leaflet. For more information, please contact the SVW Unit or visit [www.rijksdienstcn.com](http://www.rijksdienstcn.com).



## Child benefit

### Who are eligible for child benefit?

All (lawfully residing) residents of Bonaire, Saba and St. Eustatius who are a parent or carer of a child up to the age of 18 are entitled to child benefit. You must submit an application with the RCN SZW unit to receive child benefit.

### Until what age of my child(ren) will I receive child benefit?

Child benefit is a contribution to the costs relating to the rearing of children aged between 0 and 18. When your child turns 18, or receives student finance, you are no longer entitled to child benefit.

### Do I have to repay child benefit?

No, you do not have to repay child benefit. It does not matter how much you earn.

# Sickness and pregnancy

## Will I continue receiving payment of wages if I am sick?

If you are working in paid employment and you are sick, you are entitled to at least 80% of your daily wage. Your employer must pay you this on the usual date.

## What should I do when I am sick?

You must contact your employer immediately when you are sick. Your employer will report this to the SVW Unit. The SZW examining physician will call you within two working days. So it is important that you can be reached by telephone. Only when the examining physician thinks it is necessary, will you have to visit the SZW Unit office for an assessment.

## Am I entitled to maternity leave?

You are entitled to pre-maternity leave (before childbirth) and post-maternity leave (after childbirth). In total you are entitled to 16 weeks of leave with continued payment of wages (100% of your wage). Your leave can start six to four weeks prior to your calculated date of delivery.

# Pension

## When should I submit the application for pension?

The General Old Age insurance (in Dutch: Algemene Ouderdomsverzekering, AOV) provides a basic pension. You can submit an application as early as six months before turning 65.

## What is the amount of the AOV benefit?

The amount of the AOV benefit is set annually. Please visit [www.rijksdienstcn.com/AOV](http://www.rijksdienstcn.com/AOV) for the current amounts. If you have lived or worked outside the Caribbean Netherlands, it is possible that you were not covered during this period and your AOV pension can be lower. In that case you can apply for supplementary AOV from Social Relief.

# Contact SZW

Do you have any further questions? Then please contact the SZW office in the island concerned.

**Email:** [info.szw@rijksdienstcn.com](mailto:info.szw@rijksdienstcn.com)

## Bonaire

Tel: (+599) 715-8888  
Address: Centrumgebied Kralendijk z/n  
Kralendijk, Bonaire

Opening hours:  
Monday through Friday between 08:00 and 16:30 hours. Questions and applications will only be processed during consultation hours.

Child benefit: Monday and Wednesday 13:30-15:30, vrijdag 8:00-11:30; AOV: Monday, Wednesday and Friday between 08:00 and 11:30 hours; Examining physician: only on appointment. Labour Affairs: Monday through Friday between 08:00 and 11:00 hours and in the afternoon by appointment.

## St. Eustatius

Tel: (+599) 318-3376  
Address: Mazinga Square z/n  
Oranjestad, St. Eustatius

Opening hours:  
Monday through Thursday between 08:00 and 12:00 hours, in the afternoon by appointment.

## Saba

Tel: (+599) 416-3804  
Address: Cap. Matthew Levenstone Street z/n  
The Bottom, Saba

Opening hours:  
Monday through Thursday between 08:00 and 12:00 hours.

# Care and Youth (ZJCN)

## What does Care and Youth Caribbean Netherlands do?

Care and Youth Caribbean Netherlands (ZJCN) is the provider of the health insurance and works on behalf of and under the responsibility of the Ministry of Health, Welfare and Sport (VWS). ZJCN is continuously working on improving care on the islands of the Caribbean Netherlands.

## Health insurance

### Emigrating to the Caribbean Netherlands?

Everyone lawfully residing or working in Bonaire, St. Eustatius or Saba is covered for healthcare in these islands. In order to be eligible for the BES Healthcare Insurance you must register with Care and Youth Caribbean Netherlands (in Dutch: Zorg en Jeugd Caribisch Nederland, ZJCN). There are several rules and requirements related to registration. Only after you meet these requirements, will it be possible for you to register in the ZJCN's healthcare insurance database.

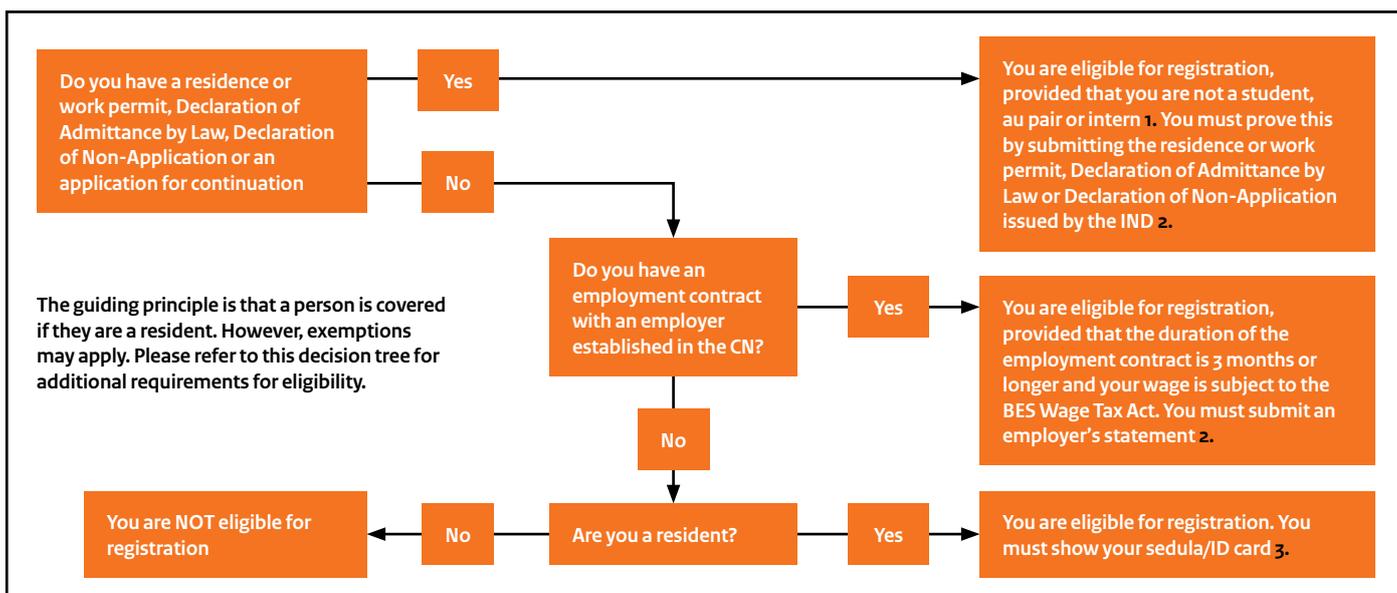
So when you move to Bonaire, Saba or St. Eustatius it is important that you take out medical expenses insurance yourself to bridge this period. This is to prevent that you are not covered for medical expenses until you are (lawfully/officially) registered in the population register of the Caribbean Netherlands. You are not entitled to the BES health insurance during a tourist stay.

### Registering for healthcare insurance at your ZJCN office?

Only after you have been registered in the civil registry of Bonaire, Saba or St. Eustatius, will you be able to register for the healthcare insurance with the ZJCN. You subsequently must go to the ZJCN service counter with all documents listed below:

- Sedula/ID card.
- Declaration of Admittance by Law, or Residence Permit or Work Permit, or proof of application for extension of aforementioned documents. In the case of island children, a Declaration of Non-Application.
- An employer's statement (in case of a Caribbean Netherlands employer).

### Are you eligible for registration for healthcare insurance cover?



1. For more information, please visit: <https://www.rijksdienstcn.com/immigratie-naturalisatie/stage>.

2. If you are the lead applicant of the residence/work permit or Declaration of Admittance by Law, you will be registered as the principal insured person. This means that when your healthcare insurance ends, this will also apply to your spouse and other family members living with you. If you have a temporary regular residence permit or work permit, or a Declaration of Admittance by Law, or a Declaration of Non-Application, it is very important that you monitor the expiration date of this document and that you re-register as an insured person immediately after you have submitted your application for extension.

3. It is very important that you monitor the expiration date of your sedula/ID card very closely. Make sure to re-register as an insured person immediately after you have renewed your sedula/ID card.

### **You are NOT eligible for registration if:**

- Your employer is a Dutch public sector organisation.
- You are subject to the Access to Social Insurance (Additional Categories of Persons) Decree 1999. You are subject to compulsory insurance in the Netherlands.
- Your earned wage is subject to wage tax in another country.
- You are staying as a tourist on the islands of the Caribbean Netherlands.

*Please note! You are obliged to register with the Census Office. When you have registered, the Census Office will make a proof of identity document (sedula/ID card) for you. As an insured person you must always have this sedula/ID card with you so the healthcare provider can check whether you are registered in the insured persons records.*

## **Managed care**

### **Who pays the healthcare provider?**

People insured with us are entitled to managed care. This means that persons insured with the ZJCN can receive care without patient contribution, in conformity with the BES Healthcare Insurance Decree and the derivative BES Healthcare Insurance Claims Regulation. So insured persons do not have to pay the healthcare provider for this care. Additionally, the ZJCN manages the administration related thereto. The ZJCN makes contractual arrangements with healthcare providers, both individual practitioners and institutions, for this purpose. The ZJCN will not enter into a contract with every healthcare provider but it must contract sufficient healthcare providers to safeguard the accessibility of care for insured persons in the Caribbean Netherlands. For care which is not available in the islands of the Caribbean Netherlands, the ZJCN will make arrangements with healthcare providers outside Bonaire, Saba en St. Eustatius.

### **What is included in the insurance package?**

The BES Healthcare Insurance Claims Regulation is established annually. It specifies what exactly is covered by the insurance package. You can ask for it at the ZJCN service counter or visit our website. Medical care which is not included in the 'Regeling aanspraken zorgverzekering BES', cannot be claimed at ZJCN. If you still receive care which is not covered by the insurance package, you must pay these costs yourself.

### **Can I take out supplementary insurance?**

No, it is currently not possible to take out supplementary insurance in the Caribbean Netherlands.

### **Can I take out insurance which covers expenses relating to dental procedures?**

Children up to the age of 18 are entitled to dental care and oral care covered by the healthcare insurance. For insured persons aged 18 and over, only (partially) removable prostheses and treatments which are medically necessary are covered. It currently is not possible to take out insurance which covers expenses relating to dental procedures in the Caribbean Netherlands.

### **Do I first have to pay the hospital or the physician myself?**

No, once you are insured via the BES Healthcare Insurance you do not have to pay anything to these healthcare providers yourself. The healthcare providers will receive their money from the ZJCN. Make sure, however, to have a valid sedula/ID card with you when you visit the general practitioner or the hospital. With an expired sedula/ID card you are not entitled to care which is covered. If you have a new sedula/ID card, temporary regular residence permit or Declaration of Admittance by Law, you must notify the ZJCN immediately in order to extend your healthcare insurance policy.

# Healthcare abroad

## I am temporarily going abroad, do I need to take out supplementary insurance?

The ZJCN advises to always take out travel insurance when travelling abroad. The healthcare insurance only (partially) covers care in case of sudden severe illness, acute emergency care or hospitalisation abroad. In these cases we are referring to acute emergency care which cannot wait until return to the Caribbean Netherlands. Reimbursement of the relating expenses is capped at an amount equal to the price level of the Caribbean Netherlands. In case of emergency care abroad, you must contact the ZJCN as soon as possible.



**E-mail:** [info@zorgverzekeringskantoor.nl](mailto:info@zorgverzekeringskantoor.nl)

**website:** [www.zvkc.nl](http://www.zvkc.nl)

### **Bonaire**

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Address: Kaya Grandi 91  
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### **St. Eustatius**

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### **Saba**

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Address: Clement Sorton Street  
The Bottom, Saba

