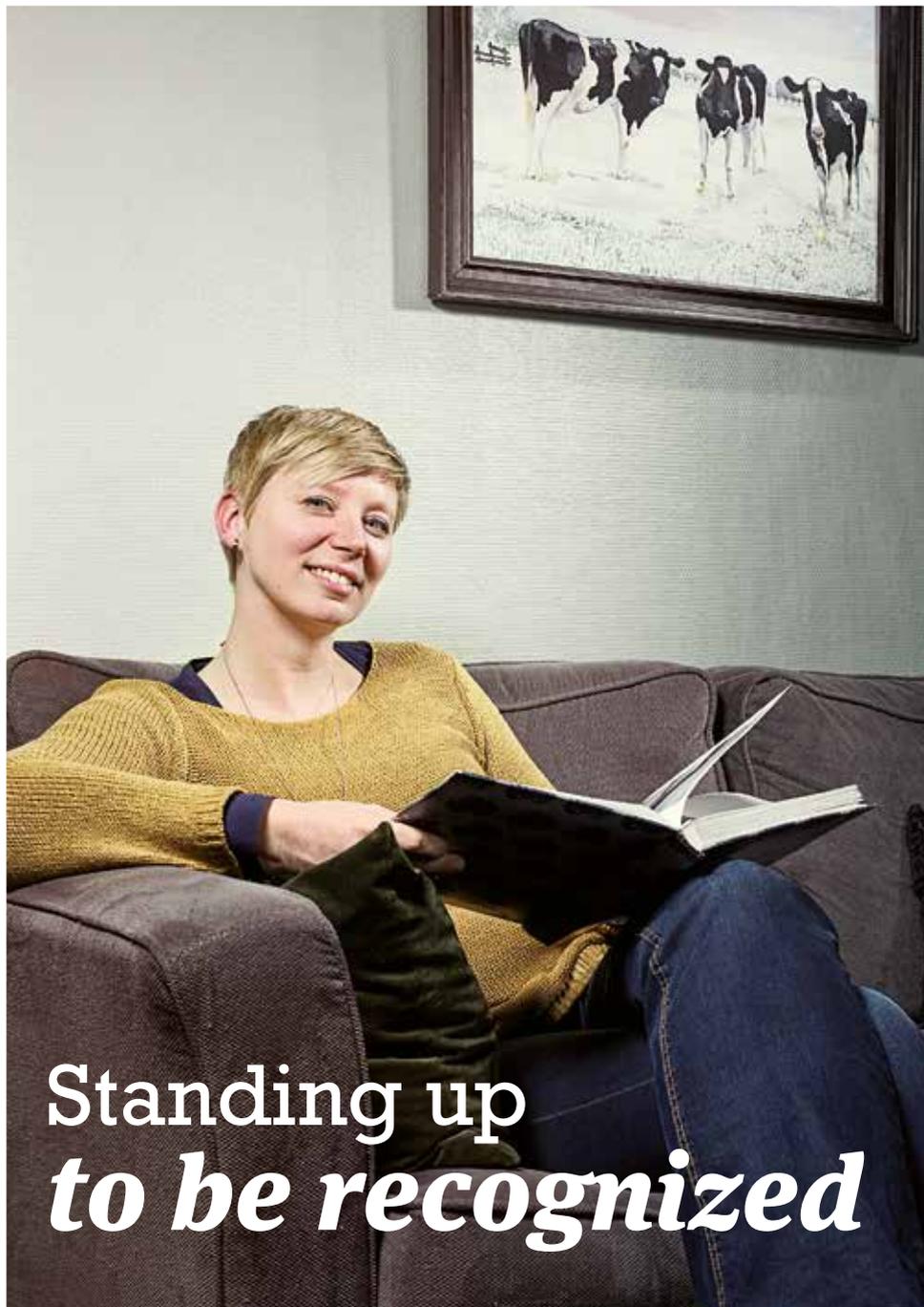




Veterans *our mission*



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 provision. The Netherlands Veterans Institute (Vi) is the point of contact to make this happen.

Realizing and encouraging social respect for veterans is our mission statement. This also applies to recognizing the effects of military action and providing the best care possible for veterans and their families.

Concern

We are there for Dutch veterans, young and old, male or female, either serving or not. Dutch veterans and their relations 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 you need, twenty-four hours a day, seven days a week.

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

Initiative

The Veterans Institute is not only aimed at veterans but at society as a whole. Independently or with others we seize the opportunities to create and broaden social awareness and respect. This is achieved through publications and lectures, but also carrying out or assisting in interviews and school

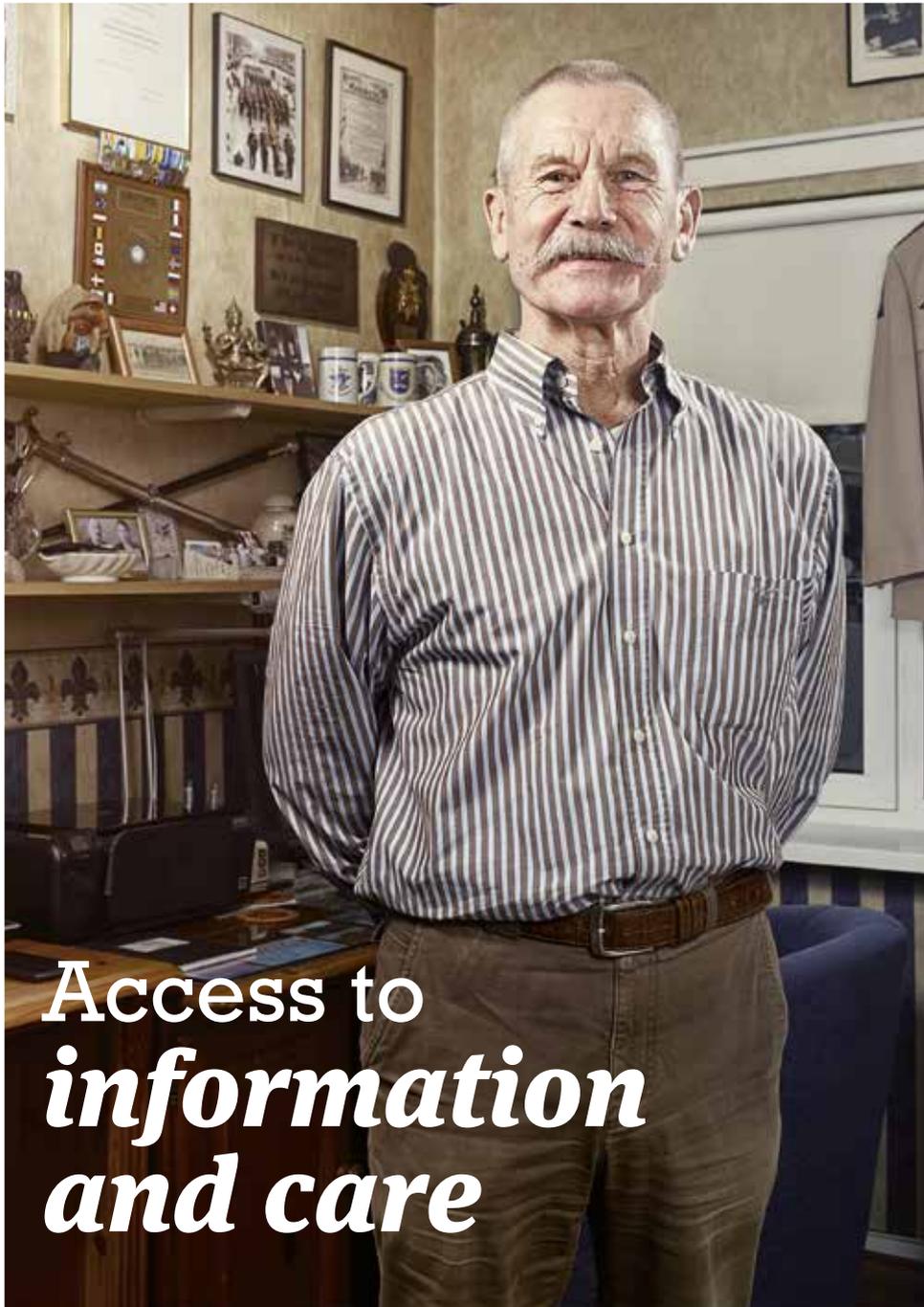
projects. Other examples are providing support in the organization of the Netherlands Veterans Day, regional veterans days and other veterans events.



Expert

The 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 and is why we track current trends and developments and why we accumulate knowledge in areas relevant to veterans and veterans policy, for example, in carrying out or supplementing academic research.

The Vi deals daily with a variety of questions and requests from veterans and their families, journalists, researchers, civil servants and other target groups. They can be given the answer or the help to find it.



Access to
information
and care

Veterans' Office

Dutch veterans and their relations 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 Veterans' Institute (Vi), the national health system for Veterans in the Netherlands (LZV), the civilian pension fund (ABP) and the Veterans' Platform (VP). 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 relations can gain access via the Veterans' Office to care, beginning with an advisory talk up to and including specialized treatment. In addition to this the

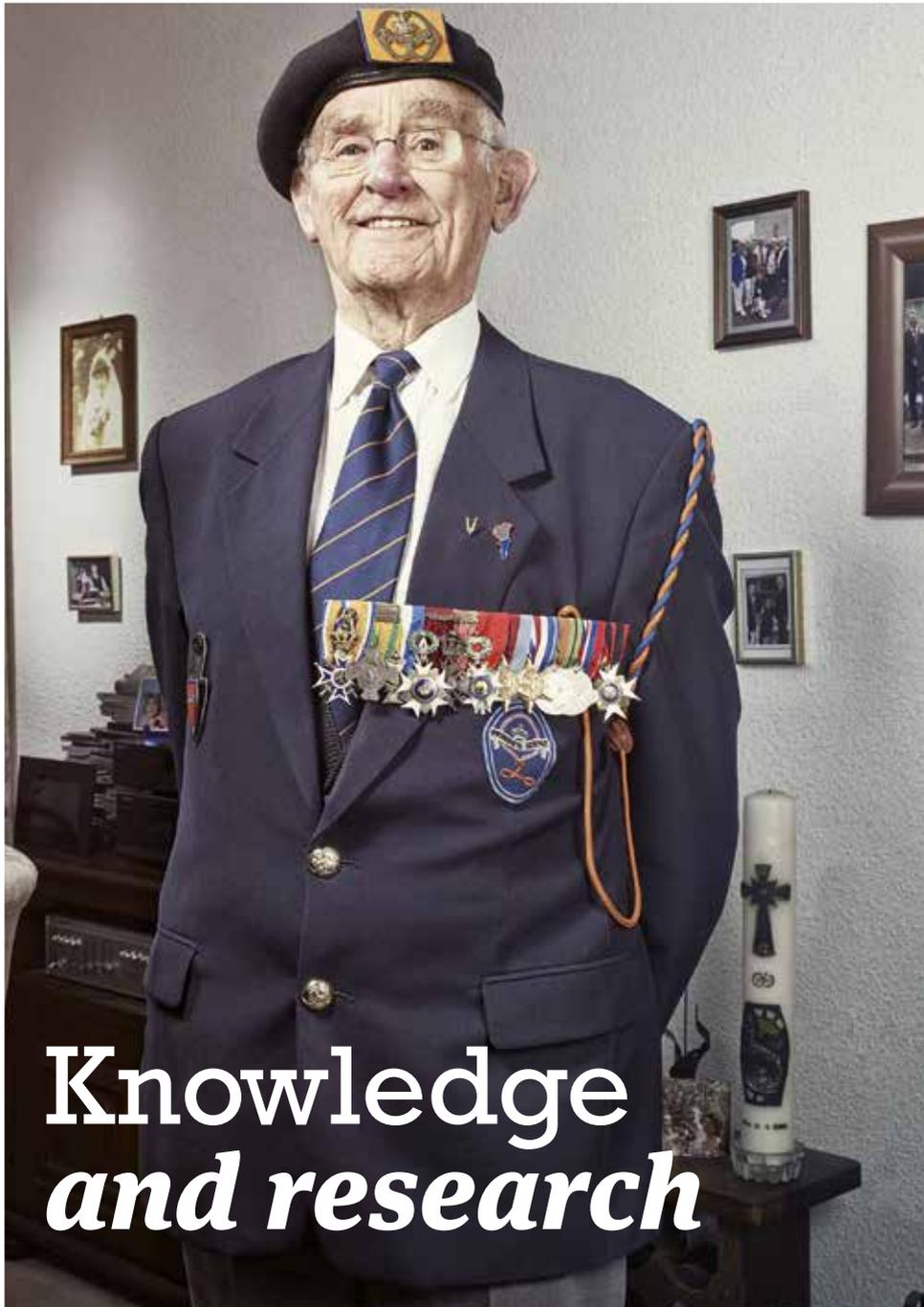


**Any help starts
by contacting the
Veterans' Office**

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

Veterans' Office offers information on material and legal matters, negotiation, mediation and other useful information. For example the Veterans' pass, meeting centres and cafes for veterans, honours lists and much much more!





Knowledge *and research*

Knowledge and research

An important task for the Vi 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 Vi 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 Vi 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 tasks in their own area of expertise 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 Vi 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, aimed at identifying the wishes and needs of veterans.

Information

Thanks to the wealth of information collected and constantly up-dated by the KOC, veterans and their families can always come to the Vi with questions related to anything concerning veterans. This is especially applicable to healthcare professionals, researchers, Defence policy makers and journalists. KOC personnel will answer their questions directly and when this is not possible do their absolute best to help them quickly find an answer.



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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