

Agency Partnership Guide: International Recruitment and Operational Manual



Company Name: Nani Care

Registered Address: Roothaertstraat 86, 5751 XT Deurne, Netherlands

Chamber of Commerce (KvK) Number: 91034280

Nature of Services: Non-medical, person-centered care for adults with disabilities

1. Bedrijfsoverzicht (Company Overview)

1.1 About Nani Care

Nani Care is a specialized care provider based in the Netherlands, dedicated to offering high-quality, non-medical support to adults living with physical or intellectual disabilities. Our organization operates on the principle that every individual deserves a life of dignity, independence, and personal fulfillment. We focus exclusively on person-centered care, tailoring our services to the unique needs, routines, and cultural backgrounds of our clients.

1.2 Mission, Vision, and Values

- **Mission:** To empower adults with disabilities by providing compassionate, non-medical care that enhances their quality of life and promotes independence within their own homes.
- **Vision:** To become the leading partner for families in the Netherlands seeking specialized, culturally compatible care that goes beyond basic assistance to foster true connection.
- **Core Values:**
 - **Empathy:** We prioritize understanding the emotional and physical needs of our clients.
 - **Integrity:** We operate with complete transparency and adherence to Dutch regulatory standards.
 - **Excellence:** We maintain the highest standards in caregiver selection and service delivery.
 - **Inclusion:** We believe in a society where disability is not a barrier to a fulfilling life.

1.3 Scope of Services

It is critical for our partners to understand that **Nani Care does not provide medical or clinical services**. Our caregivers do not perform nursing tasks such as administering injections, wound care, or clinical monitoring. Instead, we focus on:

- Assistance with activities of daily living (ADLs) such as dressing and personal hygiene.
 - Social companionship and emotional support.
 - Meal preparation and household management.
 - Accompaniment to appointments and community activities.
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2. Filosofie van het Bureaupartnerschap (Agency Partnership Philosophy)

2.1 Why We Partner Internationally

The Netherlands faces a significant shortage of dedicated care professionals. Nani Care partners with registered international agencies to source candidates who bring not only the required skills but also the dedication and cultural empathy necessary for person-centered care. We view our agencies as an extension of our own team.

2.2 Expectations from Partner Agencies

We only collaborate with agencies that meet the following standards:

- **Ethical Sourcing:** No recruitment fees should be charged to the candidates.
- **Legal Registration:** Agencies must be fully licensed and registered in their home country.
- **Transparency:** Full disclosure of candidate backgrounds and verification of all documents.
- **Compliance:** Strict adherence to both local laws and Dutch labor regulations.

2.3 Mutual Responsibilities

| Responsibility | Nani Care | Partner Agency |
|-------------------|---------------------------------|--------------------------------------|
| Sourcing | Define job requirements | Identify and vet candidates |
| Screening | Final interview and selection | Initial screening and verification |
| Visa/Legal | Sponsorship and IND application | Document collection and legalization |
| Onboarding | Local orientation and training | Pre-departure briefing |
| Payment | Salary and commission | Invoicing and candidate support |

3. Vacatureaanvraag en Lokaal Evaluatieproces (Job Request and Local Evaluation Process)

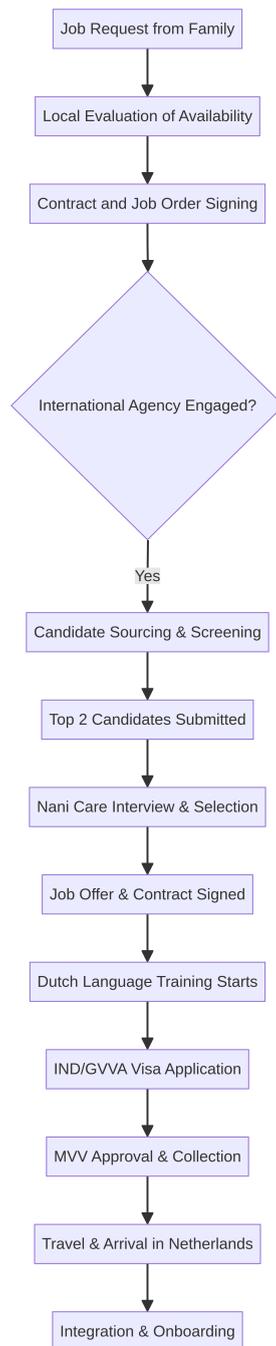
3.1 The Care Request

When a family or employer requires care, Nani Care conducts a comprehensive “Local Evaluation.” This includes:

- **Disability Profile:** Understanding the specific nature of the client’s disability.
- **Care Needs:** Identifying required assistance (e.g., mobility, hygiene, social).
- **Environment:** Evaluating the accommodation and daily routine.
- **Preferences:** Matching for personality, language, and cultural compatibility.

3.2 Candidate Sourcing Decision

Below is a visual representation of our recruitment and visa process:



Nani Care first attempts to fill the position using the local Dutch labor market or EU/EEA candidates. If no suitable match is found within the required timeframe, we engage our international partners to begin the sourcing process for non-EU talent. Nani Care first attempts to fill the position using the local Dutch labor market or EU/EEA candidates. If no suitable match is found within the required timeframe, we engage our international partners to begin the sourcing process for non-EU talent.

4. Vereisten voor Kandidaatwerving en Screening (Candidate Sourcing and Screening Requirements)

4.1 Identification Criteria

Candidates must meet the following minimum requirements:

- **Experience:** At least 2 years of professional caregiving experience, specifically with adults with disabilities.
- **Education:** Relevant certifications in social care or caregiving are highly preferred.
- **Language:** Ability to communicate effectively (see Section 5.3).
- **Personality:** High levels of patience, empathy, and a proactive attitude.

4.2 Required Documentation

Agencies must provide a complete digital file for each candidate, including:

1. **Professional CV:** Detailed work history and specific care skills.
2. **Valid Passport:** Copy of the data page (must be valid for at least 12 months).
3. **Police Clearance:** A recent Certificate of Good Conduct (VOG equivalent).
4. **Medical Fitness Certificate:** Confirming the candidate is physically capable of caregiving tasks.
5. **References:** At least two verified professional references from previous employers.

4.3 Deep Compatibility Assessment

Nani Care is committed to providing truly person-centered care, which extends to ensuring a deep level of compatibility between our clients and caregivers. Beyond skills and experience, we prioritize factors that contribute to a harmonious and supportive living environment. This includes, but is not limited to:

- **Cultural Compatibility:** Understanding and respecting the client's cultural background, traditions, and customs.

- **Religious Alignment:** Matching caregivers with clients who share similar religious beliefs or who are comfortable accommodating specific religious practices.
- **Personal Preferences:** Addressing specific preferences a client may have, such as dietary habits, communication styles, or even preferences related to the caregiver's background, to foster a sense of comfort and trust.

Our goal is to create a care relationship that feels natural and supportive, enhancing the client's overall well-being. Agencies are expected to assess and provide information on these compatibility factors during the screening process.

4.4 The “Top Two” Rule

To maintain quality and efficiency, agencies are required to submit **only the top two vetted candidates** for any single job request. These candidates must have already passed the agency's internal interview and background verification.

5. Baanaanbod en Pre-Vertrek Verplichtingen (Job Offer and Pre-Departure Obligations)

5.1 Formal Job Offer

Once a candidate is selected, Nani Care issues a formal Letter of Intent and a draft Employment Contract. The candidate must review and sign these documents within 5 business days.

5.2 Dutch Language Requirement

Communication is the foundation of care. While the initial interview may be in English, **all candidates are fully responsible for arranging and funding their own Dutch language training.**

- **Proficiency:** Candidates should aim for a basic conversational level (A1/A2) before arrival.
- **Proof:** Agencies must provide proof of enrollment or a certificate of completion for language courses.

5.3 Pre-Departure Health Checks

Candidates must undergo a final health screening to ensure they are free from communicable diseases and fit for international relocation.

6. Gedetailleerd IND en MVV Toegangsvisum Proces (Detailed IND and MVV Entry Visa Process)

6.1 Understanding the Dutch System

For non-EU candidates, the immigration process is managed by the **Immigration and Naturalisation Service (IND)**.

- **GVVA (Single Permit):** This is a combined residence and work permit. It allows the candidate to live and work in the Netherlands for a specific employer.
- **MVV (Provisional Residence Permit):** This is the entry visa sticker placed in the passport at the Dutch embassy in the candidate's home country.

6.2 Step-by-Step Application Process

1. **Employer Application:** Nani Care submits the GVVA application to the IND.
2. **IND Review:** The IND consults the Employee Insurance Agency (UWV) to ensure the salary and conditions meet Dutch standards.
3. **Approval (Advice):** Once approved, the IND issues a positive "advice."
4. **MVV Collection:** The candidate makes an appointment at the Dutch embassy/consulate to submit biometrics and receive the MVV sticker.
5. **Travel:** The candidate travels to the Netherlands within 90 days of receiving the MVV.
6. **Residence Card:** Upon arrival, the candidate collects their physical residence permit card from an IND desk.

6.3 Fees and Timelines

- **Government Fees:** The application fee for a GVA is approximately **€380 - €400** (subject to annual changes).
 - **Legalization/Translation:** Costs for legalizing documents (Apostille) and translating them into Dutch, English, French, or German are the responsibility of the candidate.
 - **Timeline:** The standard processing time is **60 to 90 days** from the date of a complete application.
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7. Verhuizing en Integratie (Relocation and Integration)

7.1 Arrival and BSN

Upon arrival, Nani Care assists the employee with:

- **Municipality Registration:** Registering at the local town hall to obtain a **BSN (Citizen Service Number)**. The BSN is essential for banking, insurance, and taxes.
- **Bank Account:** Guidance on opening a Dutch bank account for salary payments.

7.2 Health Insurance

Health insurance is **mandatory** for everyone living in the Netherlands.

- **Cost:** Approximately **€130 - €160 per month**.
- **Responsibility:** The employee pays the premium, but Nani Care will provide guidance on selecting a provider.

7.3 Accommodation

Nani Care ensures that suitable accommodation is arranged. In “live-in” arrangements, the accommodation is provided within the client’s home at no or low cost, following Dutch labor law regarding “benefits in kind.”

8. Dagelijks Leven van de Werknemer (Day-to-Day Life of the Employee)

8.1 Working Hours and Structure

- **Standard Week:** 36 to 40 hours per week.
- **Shifts:** May include morning, evening, or weekend shifts depending on the client's needs.
- **Rest Periods:** Employees are entitled to at least 11 hours of consecutive rest in every 24-hour period.

8.2 Professional Conduct

Employees are expected to:

- Maintain strict confidentiality regarding the client's personal life.
- Follow the "Person-Centered" care plan developed by Nani Care.
- Report any changes in the client's health or well-being immediately.

9. Salaris- en Financiële Structuur (Salary and Financial Structure)

9.1 Salary Standards (2025/2026)

Nani Care adheres to the **CAO VVT** (Collective Labor Agreement for Nursing and Care).

- **Gross Salary:** Typically ranges from **€2,300 to €2,600 per month** for full-time non-medical caregiving.
- **Holiday Allowance:** An additional **8%** of the gross annual salary, usually paid in May.

- **Net Salary:** The “take-home” pay after taxes and social security. For a gross salary of €2,400, the net is approximately **€2,000 - €2,100** (depending on tax credits).

9.2 Monthly Expense Breakdown (Example)

| Item | Estimated Cost |
|------------------------------------|----------------|
| Mandatory Health Insurance | €140 |
| Groceries/Personal Items | €300 |
| Mobile Phone/Internet | €40 |
| Local Transport | €50 |
| Total Estimated Expenses | €530 |
| Remaining Disposable Income | €1,500 |

10. Commissiestructuur en Betalingschema (Commission Structure and Payment Schedule)

10.1 Commission Calculation

The maximum commission payable to the partner agency is **20% of the candidate’s annual net income**.

- *Example:* If the annual net income is €24,000, the total commission is **€4,800**.

10.2 Payment Installments

To ensure long-term quality and retention, commissions are paid in three installments:

1. **40% (€1,920):** Paid within 15 days of the candidate receiving their MVV approval and work authorization.
2. **30% (€1,440):** Paid after the candidate completes 6 months of successful employment in the Netherlands.

3. **30% (€1,440)**: Paid after the candidate completes 12 months of employment.

10.3 Invoicing

Agencies must submit a formal invoice for each installment, referencing the candidate's name and the specific job placement.

11. Voortdurende Communicatie en Probleemoplossing (Ongoing Communication and Issue Resolution)

11.1 Feedback Loop

Nani Care maintains a monthly feedback loop with the partner agency during the first year of placement. This includes performance reviews and adjustment support for the employee.

11.2 Replacement Procedure

If an employee leaves or is terminated for performance issues within the first 6 months, the agency is expected to provide a **one-time free replacement** candidate within 45 days.

12. Bijlagen (Appendices)

Appendix A: Sample Recruitment Timeline

- **Week 1:** Job request issued to Agency.
- **Week 2-3:** Agency sources and submits top 2 candidates.
- **Week 4:** Nani Care interviews and selects candidate.
- **Week 5:** Contract signed; IND application submitted.
- **Week 12-14:** IND approval; MVV collected at Embassy.

- **Week 16:** Candidate arrives in the Netherlands.

Appendix B: Document Checklist for Agencies

- Signed Employment Contract
- Passport Copy (High Resolution)
- Legalized Police Clearance
- Medical Fitness Report
- Dutch Language Enrollment/Certificate
- Two Verified References

Appendix C: Example Caregiver Daily Schedule

- **08:00 - 09:30:** Assistance with morning hygiene and breakfast.
 - **09:30 - 12:00:** Social activity or accompanying to a community center.
 - **12:00 - 13:00:** Lunch preparation and light housekeeping.
 - **13:00 - 15:00:** Rest period/Personal time.
 - **15:00 - 17:00:** Afternoon walk or social engagement.
 - **17:00 - 18:30:** Dinner preparation and evening routine.
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13. Gedetailleerde Vragen en Antwoorden voor Bureaupartners (Detailed Q&A for Agency Partners)

13.1 Recruitment and Commission

Q: Do candidates pay any commission or recruitment fees?

A: No. Candidates are **not required to pay any commission** to Nani Care or the partner agency. The recruitment commission is paid entirely by the employer through Nani Care to the partner agency. We maintain a strict ethical stance against charging candidates for job placement. Charging candidates is considered unethical and is strictly prohibited under our partnership agreement.

Q: How is the agency commission handled?

A: As detailed in Section 10, the commission (up to 20% of the candidate's annual net income) is paid by the employer to Nani Care, which then distributes the installments to the partner agency based on the agreed performance milestones.

13.2 Relocation and Sponsorship

Q: Does Nani Care sponsor relocation for international candidates?

A: Yes. We offer a comprehensive relocation package. This package covers the cost of a **one-way flight** to the Netherlands, the **work and visa application fees** (IND/GVVA), and **initial accommodation** provided by the family or employer.

Q: Which fees are candidates expected to cover on their own?

A: Candidates are responsible for personal documentation and health-related costs, including:

- **Passport:** Issuance and renewal fees.
- **Police Clearances:** Obtaining certified criminal record checks from their home country.
- **Medical Examinations:** The cost of the required medical fitness certificate.
- **Document Legalization:** Any fees related to the Apostille or translation of personal documents.

13.3 Language and Training

Q: Is Dutch language proficiency required?

A: Yes. Effective communication is essential for high-quality care. Candidates must either provide a **certificate of proficiency** and be vetted by a Nani Care team member, or show **proof of enrollment** in a recognized Dutch language program.

Q: Who pays for the Dutch language courses?

A: Candidates must cater for their own language training. The cost is anticipated to be at least **€175 - €200**, paid directly to the learning institution. Nani Care may occasionally negotiate with these institutions on behalf of candidates to secure better rates, but the financial responsibility remains with the candidate.

13.4 Onboarding and Integration

Q: What happens if a candidate struggles to integrate culturally?

A: Nani Care provides a cultural orientation upon arrival. However, we expect partner agencies to conduct a preliminary cultural compatibility assessment during the screening phase to minimize integration risks.

Q: How are disputes between a caregiver and a family handled?

A: Nani Care acts as the primary mediator. We have a formal reporting structure (Section 11) to resolve issues. If a resolution is not possible, we will trigger the replacement procedure.

Q: Is there a probation period for new employees?

A: Yes. All employment contracts include a statutory probation period (usually one month) during which both the employer and employee can evaluate the suitability of the match.

13.5 Candidate-Client Compatibility

Q: How does Nani Care ensure compatibility between candidates and clients? A: Our person-centered care approach extends to a meticulous compatibility assessment. Beyond professional qualifications, we consider a range of factors to ensure a harmonious match:

- **Cultural Background:** We strive to align caregivers with clients who share similar cultural backgrounds or who are comfortable with specific cultural practices, fostering a sense of familiarity and understanding.
- **Religious Observance:** Where relevant, we consider religious preferences to ensure that the caregiver can respect and, if desired, participate in the client's religious practices or dietary requirements.
- **Personal Preferences:** This includes a broad spectrum of individual needs and preferences, such as communication style, daily routines, hobbies, and even specific background aspects that contribute to the client's comfort and well-being. Our aim is to create a supportive environment where both the client and caregiver feel respected and understood.

Agencies are crucial in providing detailed insights into a candidate's background and personal attributes to facilitate these nuanced compatibility matches. This

comprehensive approach ensures that the care provided is not only professional but also deeply personal and respectful of individual identities.