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## First steps


This app is a guide and orientation aid to help you find your way around Bocholt quickly and easily and feel at home here. Regardless of whether you have just arrived here or have been living here for some time. We will support you!

The Integreat App of the city of Bocholt is realised by the [municipal integration management](#). If you have any questions or suggestions, please contact Mrs Heitkötter @ [francis.heitkoetter@bocholt.de](mailto:francis.heitkoetter@bocholt.de). You can find more information on municipal integration management in NRW at [www.kim.nrw](http://www.kim.nrw).

## Welcome to Bocholt and first steps towards arriving



## Central contact point

As soon as you arrive in Bocholt, you will be welcomed at the [central](#) contact point,  **Theodor-Heuss-Ring 19-23**. From there you will be taken to your new accommodation. This will be your address.

A social counsellor will be at your disposal for the next few days. Your social **counsellor is your first point of contact** for any questions you may have about life in Bocholt. He or she will help you to find the right people and solutions for your concerns. Your social counsellor will register you with the city of Bocholt. He or she will also arrange an appointment for you at the [Social Affairs Department](#) (Fachbereich Soziales) and the [Foreigners' Registration Office](#) (Ausländerbehörde).

Please note: In the Integreat app, proper names are listed twice in brackets in some places. This means that both the translations and the German proper names can be displayed in other languages.

## City map



[Click here for city map](#)

## Initial accommodation

As long as your asylum procedure is ongoing, you are obliged to live in a municipal shared accommodation centre.

You are not allowed to rent your own flat or live with friends during this time. The house rules in your accommodation or flat regulate how you live together with the other residents. You must always observe the house rules. Show consideration for your flatmates. If you have any questions, please contact your social counsellor.

## Bewohnerkarte (Bewohnerkarte)

Municipal refugees receive a resident card. This entitles you to live in accommodation allocated to you by the administration. In addition to your photo and name, you will also find the contact details of your social counsellor. Always carry the resident card with you. The resident card must be shown to the centre management and the accommodation's security service on request.

## Meals

Kitchens are available in the municipal accommodation. You can prepare your own food there.

## Health insurance

### Health card (Gesundheitskarte)

As long as you receive cash benefits from the Social Services Department of the City of Bocholt, you will generally be covered by health insurance. You can then visit a doctor of your choice if you are ill.

If you are registered in Bocholt, you will receive a health card from your health insurance company some time later. Do you have a doctor's appointment? Then present the health card at your appointment.

Would you like to see a doctor shortly after your arrival in Bocholt, but you do not yet have a health card? Then the [Social Services Department](#) of the City of Bocholt can request a replacement certificate. This will enable you to receive medical treatment promptly.

If you no longer receive benefits, you are no longer covered by health insurance. The health card must be handed in to the Social Services Department of the City of Bocholt if the benefits under the AsylbLG are cancelled.

You can find more information about the healthcare system in Germany in this [guide](#).

## Money and clothing

### Money

At the appointment with the [Social Services Department](#) of the City of Bocholt, the necessary data will be recorded in order to check which entitlements to cash benefits or benefits in kind you are entitled to. As a rule, you will receive an advance payment at the beginning so that you have money to live on during the first few days. Once you have opened an account at a bank with the help of your social counsellor, your cash benefits will be transferred to the account on a monthly basis.

**What happens if I have not received any money?** Always remember to submit your new residence papers to the Social Affairs Department of the City of Bocholt so that you can continue to receive cash benefits. If you have not received any money at the beginning of the month, it is possible that you have not submitted all the necessary documents. In this case, first check your last documents to see whether any documents are still missing. Submit any missing documents immediately.

### Clothing

As soon as you have received money, you can buy your own clothes. There are shops and contact points in Bocholt where you can buy clothes at favourable prices. If you have any questions, please contact your social counsellor.

## Dates and documents

### Appointments

When you come to Germany, you will have to attend many appointments with various authorities. These appointments are very important for your future in Germany. Always book appointments with doctors or authorities in advance by telephone or online. Please be punctual for the appointments.

### Documents

Documents (e.g. official notifications, certificates and post from the BAMF (Federal Office for Migration and Refugees)) are very important and must be kept. If possible, keep original documents with you. Hand in copies instead. It is best to open your post as soon as you receive it and read the letter carefully. Please always carry the following documents with you:

- Residence permit (Aufenthaltstitel)

- Health card (Gesundheitskarte)
- Resident card (Bewohnerkarte) if you live in municipal accommodation

## Mobility

### Bicycle

On Bocholt's streets you will see many people travelling by bike. Cycling is popular in Bocholt. If you live in municipal accommodation, please contact your social counsellor if you have any questions about a bike course or buying a bike.

### Bus

There is a central bus station in Bocholt ([Bustreff](#)). The buses travel to all districts of Bocholt and the surrounding area. The timetables can be found on this [website](#). You must buy a ticket before travelling. In certain cases, for example if you receive social benefits, you can get a discounted ticket. Ask your social counsellor if you live in municipal accommodation.

### Train

There is a train station in Bocholt ([Bahnhof](#)). The train travels in the direction of the Ruhr area. The terminus is in Düsseldorf, where you will find connecting trains. The timetables can be found on the following [website](#). Before boarding the train, you must buy a ticket in the station shop or from a ticket machine.

### By car

If you want to drive a car in Germany, you need a driving licence. If you have a driving licence, clarify with the Borken district licensing office whether and for how long your driving licence is valid in Germany.

You can book appointments [online](#).

If you own a car, you must have motor vehicle insurance and pay motor vehicle tax.

### Zulassungsstelle des Kreises Borken ([Zulassungsstelle des Kreises Borken](#))

Location Bocholt

Kaiser-Wilhelm-Straße 52 - 58

46395 Bocholt

### Pedelecs, e-bikes & e-scooters

Pedelecs support you up to 25 km/h as long as you pedal. You do not need a driving licence or additional insurance for a pedelec. Many people refer to them colloquially as e-bikes. However, an e-bike also provides assistance regardless of the rider's pedalling power. As a result, it is classed as a moped and requires a moped driving licence and an insurance plate. E-scooters require a road licence and liability insurance. A driving licence is not required.

## Emergency call

There are two emergency numbers: ☎ **110 (police)** and ☎ **112 (emergency services)**. If you call these numbers, stay on the phone and answer the questions until the contact person tells you that you can hang up.

The police (☎110) are responsible if someone breaks the law (e.g. assault, theft, drug use).

### 📍 [Polizei Bocholt](#)

Dinxperloer Straße 54  
46399 Bocholt

Call the emergency services and fire brigade (☎112) if there is a fire or someone is seriously injured or dangerously ill and cannot go to the doctor themselves.

## Security service and police

The security service in the shared accommodation is there for your **protection and safety**. In the event of disputes or problems, the security service will mediate. If the security service would like to check your **resident card** (Bewohnerkarte) , please show it.

The police will help you in the event of major problems with other people or offences against the law. For example, in cases of theft, assault, drugs or threats. In these cases, you can call the **police**. The telephone number is ☎ **110**.

## Help on site

Various institutions are responsible for refugees in Bocholt.

The [foreigners authority](#) of the city of Bocholt helps with questions relating to the asylum procedure. It regulates the residence permit. It will also inform you about your residence status.

The [Department of Social Affairs](#) of the City of Bocholt will calculate your entitlement to cash benefits or benefits in kind.

**EWIBO will take care of your personal support** in Bocholt if you live in municipal accommodation. If you are not sure who to contact, ask your social counsellor.

There are many organisations and institutions in Bocholt. These can help you with your integration. You are welcome to contact your social counsellor. He or she can give you the name of a suitable contact person.

### 📍 **Stadt Bocholt - Ausländerbehörde**

Neutorplatz 2-4  
46395 Bocholt  
☎ [02871/9532132](tel:028719532132)

### 📍 **Stadt Bocholt - Fachbereich Soziales**

Berliner Platz 2  
46395 Bocholt  
☎ [02871/9532336](tel:028719532336)

**📍 Stadt Bocholt - Jobcenter**

Berliner Platz 2

46395 Bocholt

☎ [028719532310](tel:028719532310)

**📍 EWIBO GmbH**

Theodor-Heuss-Ring 23

46395 Bocholt

☎ [02871/21765219](tel:0287121765219)

**📍 Agentur für Arbeit - Geschäftsstelle Bocholt**

Hindenburgstraße 10

46395 Bocholt

☎ [08004555500](tel:08004555500)

**📍 Akademie Klausenhof**

Klausenhofstraße 100

46499 Hamminkeln-Dingden

☎ [02852/890](tel:02852890)

**📍 Arbeiterwohlfahrt (AWO) - Jugendmigrationsdienst**

Wiesenstr. 55

46395 Bocholt

☎ [02871/222849](tel:02871222849)

**📍 Arbeiterwohlfahrt (AWO) - Ausreise- und Perspektivberatung**

Wiesenstraße 55

46395 Bocholt

☎ [02871/222847](tel:02871222847)

**📍 ArbeitsKreis Asyl der katholischen Kirche in Bocholt**

Maria Hagemann-Wissing

☎ [01777540544](tel:01777540544)

**📍 Caritasverband Dekanat Bocholt**

Nordwall 44-46

46399 Bocholt

☎ [02871/25130](tel:0287125130)

**📍 Deutsches Rotes Kreuz (DRK) - Stadtverband Bocholt**

Goerdelerstraße 15

46397 Bocholt

☎ [02871/241160](tel:02871241160)

**📍 Diakonie Evangelische Beratung**

Dinxperloer Str. 173

46399 Bocholt

☎ [02871/222841](tel:02871222841)

**📍 Familienbildungszentrum (Fabi) - Bocholt**

Ostwall 39

46397 Bocholt

☎ [02871/239480](tel:02871239480)



**📍 Jugendhilfe und soziale Integration e.V. (jusina)**

Adenauerallee 59

46399 Bocholt

☎ [02871/21765715](tel:0287121765715)

**📍 Katholischer Verein für soziale Dienste Bocholt e.V. (SKM)**

Friesenstraße 5

46395 Bocholt

☎ [02871/8891](tel:028718891)

**📍 Leben im Alter e.V. (L-i-A)**

Adenauerallee 59

46399 Bocholt

☎ [02871/21765691](tel:0287121765691)

**📍 Sozialdienst katholischer Frauen e.V. (SKF)**

Langenbergstraße 18

46397 Bocholt

☎ [02871/251820](tel:02871251820)

Note: This list is not exhaustive. For suggestions and additions, please contact the Press and Information Service of the City of Bocholt: ☎ [02871/9531289](tel:028719531289) or by e-mail to [pressestelle@bocholt.de](mailto:pressestelle@bocholt.de).

## **Offers for refugees**

Bocholt has a wide range of offers for refugees. There are cafés and counselling services.

## **Cafe International (Cafe International)**

The Cafe International provides a meeting place for asylum seekers from Persian-speaking countries (Iran, Afghanistan). It offers coffee, counselling and support.

Times: Every Friday from 4.30 - 6 pm. Not during school holidays.

**📍 Parish hall of the Evangelical Apostle Church (Gemeindehaus der Evangelischen Apostelkirche )**

Biemenhorster Weg 15

46395 Bocholt

**👤 Pastor Chr. Wahl**

☎ [02871/13581](tel:0287113581)

[@pfarrer@apostelkirche.com](mailto:pfarrer@apostelkirche.com)

## **Volunteering at ArbeitsKreis Asyl of the Catholic Church in Bocholt**

You can volunteer for refugees in the Asylum Working Group.

Times: Every second Tuesday of the month from 17:30 - 19:30



📍 [Treff 21](#)

Theodor-Heuss-Ring 21  
46395 Bocholt

👤 Frau Remest

☎ [0151/28848496](tel:015128848496)

## Interkulturelles Café in the Fabi Bocholt

Anyone who is interested in other cultures can join in. It's about topics from the everyday lives of people who have moved to another country and now live in Bocholt. We can learn from each other and understand each other better. In this way, the programme helps everyone to live well together. The event is organised by the Integration Council and the Integration Office of the City of Bocholt.

Times: Every 3rd Monday of the month from 18.00 to 20.15. Not during school holidays.

📍 [Fabi Bocholt](#)

Ostwall 39  
46397 Bocholt

👤 Herr Wansing

☎ [02871/21765612](tel:0287121765612)

@[bruno.wansing@bocholt.de](mailto:bruno.wansing@bocholt.de)

## Regional refugee counselling ([Regionale Flüchtlingsberatung](#))

Arriving in a new home is a lengthy and often complicated process. The regional refugee counselling service helps people who have left their home country for political, religious or ethnic reasons.

The regional refugee counselling service supports refugees in the Borken district,

- who have not yet applied for asylum
- who are in the asylum process
- who are in possession of a tolerated stay permit.

Among other things, the regional refugee counselling service helps with contact with the authorities or with questions about the asylum procedure. It also offers help with personal problems and integration. Counselling can take place in various languages by arrangement.

Please make an appointment in advance for counselling.

📍 [Red Cross in the Borken district](#)

Bärendorfstr. 24  
46395 Bocholt

👤 Sali Rouel / Reinhard Funke

@[fluechtlingsberatung@drkborken.de](mailto:fluechtlingsberatung@drkborken.de)

+49 (0) 28618029350

## Kommunales Integrationsmanagement (KIM)

The KIM is committed to improving the participation of people with a history of immigration. Another aim is to strengthen co-operation in integration work. The **AWO's case management** supports people with their integration in Bocholt. It takes into account their individual circumstances and needs. The case managers advise the participants in various areas of life. They refer them to the appropriate organisations and develop joint ideas and solutions. Participation in case management is voluntary and free of charge. Further information can be found [here](#).

[Municipal Integration Management Bocholt](#)

Berliner Platz 2

46395 Bocholt

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02871/9532700

