

---

## Table of Contents

Help in difficult situations	2
Mental crises and trauma	2
Psychological disorders	4
Addictions	5
HIV/AIDS and sexually transmitted infections	7

## Help in difficult situations

Here you can find information on mental health, psychology and trauma, addiction and drugs as well as HIV and AIDS.

### Mental crises and trauma

Anyone can have a mental health crisis - no matter how old they are, how they live or where they come from. You can have a crisis because something very bad happened to you (e.g. someone died, you were in great danger etc.) You can also have a crisis if you experience bad things for a long time or are seriously mentally ill (e.g. have depression or anxiety disorders).

💡 In an emergency, call [112](tel:112).

Are you currently in a mental health crisis? You want to die? You can:

- go to or call your doctor,
- contact one of the clinics listed below,
- or contact one of the addresses below.

### The Socio-Psychiatric Service

In the event of mental crises and mental illnesses, you can contact the **Socio-Psychiatric Service** (SpDi) of the Health Department. The Socio-Psychiatric Service helps and advises people in difficult and stressful life situations free of charge, in particular

- for mental problems.
- in acute mental crises.
- for mental illnesses.

Relatives, friends and acquaintances of those affected can also contact the SpDi.

#### Consultation hours

Monday to Thursday 8:30 – 15:30

Friday 8:30 – 12:00

☎ Central contact number: [04721662910](tel:04721662910)

The advice is free of charge. All conversations are confidential, the staff members are bound by professional secrecy.

**Outside office hours, in acute life-threatening crisis situations**, the rescue coordination centre will arrange help for you via the on-call service of the District of Cuxhaven.

☎ Emergency call: [047119222](tel:047119222)

---

## Netzwerk für traumatisierte Flüchtlinge e.V. (NTFN)

The Netzwerk für Traumatisierte Flüchtlinge in Niedersachsen e.V. has a branch office in the MVZ Timmermann und Partner in Cuxhaven (MVZ means "Medical Care Centre"). Psychological

consultation hours are offered there. This is a contact point for refugees who suffer from psychological or psychosomatic conditions and need help. They receive assistance in integrating into the medical care system. Follow-up appointments can be made with specialists at the MVZ. In case of acute problems, psychological talks are offered within the framework of crisis intervention.

Cuxhaven branch (MVZ Timmermann & Partner):

📍 Marienstraße 37a, 27472 Cuxhaven

✉ [@info-cux@ntfn.de](mailto:info-cux@ntfn.de)

☎ [047217075227](tel:047217075227)

🌐 [Netzwerk für Traumatisierte Flüchtlinge in Niedersachsen e.V.](#)

📞 Office hours by telephone

Tuesdays and Wednesdays from 9:00 - 10:00

📺 [Open video consultation](#)

Thursdays from 14:00 - 16:00

Languages: German, English and Spanish. Also Arabic and Farsi with the support of interpreters.

---

## Day clinics, hospitals and specialists

Psychiatric outpatient clinic and day clinic

AMEOS Klinikum Seepark Geestland

📍 Langener Straße 66, 27607 Geestland

☎ [047438930](tel:047438930)

🌐 [AMEOS Klinikum](#)

Psychiatric outpatient clinic and day clinic

AMEOS Klinikum Cuxhaven

📍 Feldweg 24, 27474 Cuxhaven

☎ [047216644187](tel:047216644187)

🌐 [AMEOS Klinikum](#)

Medical Care Centre for Physical and Mental Health

- MVZ Timmermann und Partner -

📍 Marienstraße 37a, 27472 Cuxhaven

☎ [04721393650](tel:04721393650)

🌐 [MVZ Timmermann und Partner](#)

Medical Care Centre at Ostebogen

- Centre for Social Psychiatry and Mental Health -

📍 Elsa-Brändström-Straße 2, 21745 Hemmoor

☎ [047712323](tel:047712323)

✉ [@info@zentrum.ostebogen.de](mailto:info@zentrum.ostebogen.de)

🌐 [MVZ Ostebogen](#)

Neurozentrum Cuxhaven

📍 Kapitän-Alexander-Straße 1, 27472 Cuxhaven

☎ [0472134018](tel:0472134018) or [0472134019](tel:0472134019)

✉ [@praxis@neuro-cux.de](mailto:praxis@neuro-cux.de)

🌐 [Neurozentrum Cuxhaven](#)

---

## **For children and adolescents**

Psychiatric outpatient clinic and day clinic for children and adolescents

Diakonie Arche Klinik

📍 Robert-Blum-Str. 7, 27574 Bremerhaven

☎ [0471924090](tel:0471924090)

@ [archeklinik@diakonie-bhv.de](mailto:archeklinik@diakonie-bhv.de)

🌐 [Arche Klinik](#)

Medical Care Centre for Physical and Mental Health

- MVZ Timmermann und Partner -

📍 Marienstraße 37a, 27472 Cuxhaven

☎ [04721393650](tel:04721393650)

🌐 [MVZ Timmermann und Partner](#)

---

## **Further assistance and counselling services**

The **children's and youth telephone** "[Nummer gegen Kummer](#)" helps anonymously and free of charge with all questions, worries and problems.

☎ [08001110333](tel:08001110333)

🕒 Monday - Friday 15:00 - 19:00

Call the **SeeleFon** helpline. It offers help in German, English, French and Arabic. The people on the helpline will listen to you and help you decide what to do next.

☎ [022871002424](tel:022871002424)

@ [seelefon@psychiatrie.de](mailto:seelefon@psychiatrie.de)

🌐 [SeeleFon](#)

## **Psychological disorders**

Difficult experiences and problems can be detrimental to people's mental health (psyche). If you need help or know someone else who does, there are several different options:

## **Family doctors**

The first point of contact should always be your **family doctor**. They will help you and refer you to a specialist.

---

## **Specialist for psychiatry and psychotherapy**

A specialist in psychiatry and psychotherapy is particularly well versed in mental illness. You can find a specialist on the website of the [Kassenärztliche Vereinigung Niedersachsen](#).

---

## **Psychotherapy**

Translated, psychotherapy means: The treatment of the human soul. There are different forms of psychotherapy. The aim is to identify and treat problems that have led to a mental disorder. You can find psychotherapists in your area 🌐 [here](#).

---

## Socio-Psychiatric Service (Sozialpsychiatrischer Dienst)

The [social-psychiatric service](#) (SPDi), is an advice centre for people with mental health problems and psychological illnesses as well as their families or people from the social environment. The employees of the social-psychiatric service provide advice and support in the event of psychological illnesses and crisis and conflict situations.

---

## Netzwerk für traumatisierte Flüchtlinge e.V. (NTFN)

The Netzwerk für Traumatisierte Flüchtlinge in Niedersachsen e.V. has a branch office in the MVZ Timmermann und Partner in Cuxhaven (MVZ means "Medical Care Centre"). Psychological consultation hours are offered there. This is a contact point for refugees who suffer from psychological or psychosomatic conditions and need help. They receive assistance in integrating into the medical care system. Follow-up appointments can be made with specialists at the MVZ. In case of acute problems, psychological talks are offered within the framework of crisis intervention.

Cuxhaven branch (MVZ Timmermann & Partner)

📍 Marienstraße 37a, 27472 Cuxhaven

✉ [@info-cux@ntfn.de](mailto:info-cux@ntfn.de)

☎ [047217075227](tel:047217075227)

🌐 [Netzwerk für Traumatisierte Flüchtlinge in Niedersachsen e.V.](#)

📞 Office hours by telephone

Tuesdays and Wednesdays from 9:00 - 10:00

📺 [Open video consultation](#)

Thursdays from 14:00 - 16:00

Languages: German, English and Spanish. Also Arabic and Farsi with the support of interpreters

---

## Further information and help

If you were forced to flee your home country and have since noticed problems with your physical or mental health, the 🌐 [Reugeeum](#) website has basic information that can help you. It is available in seven different languages.

🌐 [Refugee Trauma Help's](#) online emergency support can also help bridge the waiting time for professional therapy that may be needed.

💡 Refugee Trauma Help is also useful for refugee support networks. You will find information on how to support refugees who have experienced trauma.

Would you like to learn more about trauma or depression? Information material in many languages can be found below:

🌐 [Traumatisation](#)

🌐 [Depression](#)

## Addictions

## Addiction is a disease!

An addiction describes an uncontrollable dependency on **substances** (e.g. alcohol, drugs, nicotine, medication) or **behaviour** (e.g. gambling addiction, shopping addiction). Addiction can afflict anyone. Getting **help** has nothing to do with personal failure.

When you are addicted, you think almost exclusively about the addictive substance. You can no longer control consumption yourself. Often this leads to a deterioration in relationships and work performance.

## What help is available?

Do you have problems with alcohol, medication, gambling, media or drugs? Get help from addiction counselling. Their family members can also turn to addiction counselling for support.

## VBS - Centre for Addiction, Addiction Prevention and Psychosocial Counselling

📍 Grodener Chaussee 21, 27472 Cuxhaven

☎ [0472137067](tel:0472137067)

@ [info@vbs-cuxhaven.de](mailto:info@vbs-cuxhaven.de)

🌐 [Addiction counselling VBS](#)

🌐 [Youth and drug counselling](#)

🕒 Opening hours

Monday to Thursday: 8:00 - 12:00 and 13:00 - 16:00

Friday: 8:00 - 12:00

💡 Tuesday between 17:00 and 19:00: open consultation hours, without registration.

You cannot reach the addiction counselling service by phone? Send an email with your telephone number. You will be called back.

## Further counselling hours in the district:

📍 Bad Bederkesa, "Die Schleuse", Mattenburger Str. 10

📍 Bad Bederkesa, German Red Cross retirement home, Heussstr. 19

📍 Beverstedt, Sozialstation Beverstedt/Hagen, Schulstr. 1

📍 Bremerhaven, VBS branch office, Georgstr. 66

📍 Cadenberge, city hall, Am Markt 1

📍 Cadenberge, Youth Employment Agency (JBA), Am Markt 1

📍 Cuxhaven, VBS head office, Grodener Chaussee 21

📍 Cuxhaven, "Die Schleuse", Am Bahnhof 1

📍 Cuxhaven, Youth Employment Agency (JBA), Bahnhofstr. 6-8

📍 Cuxhaven, Job Centre, Konrad-Adenauer-Allee 1

📍 Geestland (Debstedt), AMEOS Clinic, Langener Str. 66

📍 Hagen, Bürgermarkt, Amtsdamm 42

📍 Hemmoor, city hall, Rathausplatz 5

📍 Hemmoor, Job Centre, Lamstedter Str. 14

📍 Loxstedt, "Düne4" youth centre, Dünenfährstr. 4

📍 Nordholz, Protestant parish hall, Elbestr. 6

**Please enquire about the specific office hours by telephone or email.**

💡 The advice centres are free of charge. The counselling sessions are confidential and the contents discussed are not passed on to the police. If you wish, the consultation can remain anonymous.

---

On the [Caritas site](#) you will find multilingual information on the topic of addiction. Online counselling is also possible here.

## **HIV/AIDS and sexually transmitted infections**

**HIV** is the abbreviation for a **virus**. If you get very sick from the virus, it means: **AIDS**. **Sexually transmitted infections** are diseases that are **transmitted during sex**.

Do you have questions like:

- When can I catch it?
- What protects me from infection?
- Who can help me if I am infected?

Multilingual information can be found at [Aidshilfe Potsdam](#) or on the [zanzu](#) website.

## **Advice and assistance**

### **Health Department HIV/AIDS counselling**

Contact the HIV/AIDS counselling service at the Cuxhaven Health Department if you:

- have questions about HIV / AIDS and other STIs.
- are worried you have been infected.
- would like to take an anonymous and free HIV antibody test.

Make an appointment.

### **Health Department contact**

Melanie Zimmer

📍 Vincent-Lübeck-Straße 2, 27474 Cuxhaven

☎ [04721662126](tel:04721662126) (available Monday to Thursday)

---

[@m.zimmer@landkreis-cuxhaven.de](mailto:@m.zimmer@landkreis-cuxhaven.de)

Krystina Schneider

📍 Vincent-Lübeck-Straße 2, 27474 Cuxhaven

☎️ [04721662646](tel:04721662646) (available in the morning, Monday to Friday)

[@c.heidtmann@landkreis-cuxhaven.de](mailto:@c.heidtmann@landkreis-cuxhaven.de)

🏥 [District of Cuxhaven Health Department](#)

## German AIDS Service Organization

You can find [more information](#) on HIV, AIDS and other sexually transmitted diseases on the website of the German AIDS Service Organization. There is also the possibility of [online counselling](#).