

## **Table of Contents**

Welcome to	5
Welcome to Erlensee	5
General information	5
Interesting facts about Erlensee	5
Foreigners' Advisory Council	6
Meeting places	7
Living together in Germany	8
About Integreat	9
Integreat in sign language (Video)	10
Ukraine	10
Information on the war in Ukraine	10
Help for Ukrainians	12
German-Ukrainian phrasebook	13
Everyday life	13
Opening hours, public holidays, time	_3 13
Mobility	-5
Livelihood security	16
Current account	18
Shopping	19
Waste separation and waste disposal	-5
Insurances	24
Conclude contracts	-4
Radio and television	25
Internet and Free WIFI	26
Telephone and mobile phone	26
Taxes and tax returns	20
Living	27
Saving energy and behaviour in an emergency	29
Religion	29 31
Lesbian, gay, bisexual, trans* and inter* (LGBTI)	32
Offices and authorities	32
Job centre / KCA	32
Employment Agency	34
Service office / registry office	34 34
Immigration office	34
Help for migrants	30
Social welfare office - social promotion and participation	38
Youth welfare office	39
Social affairs	40
Police	40 42
Counselling and help	42
What is an advice centre?	
Migration advice centres for adult immigrants (aged 27 and over)	43 44
Youth migration services	
Where can I get help?	45
Online counselling	45 46
Department of Family and Social Affairs - Assistance for refugees	
	48
Counselling for senior citizens	49
Consumer advice centre	49





Help for girls and women	50
Addiction counselling	52
Debt counselling	52
Educational counselling and family counselling	52
Free legal advice on migration law and social law	53
Counselling and support for pregnant women and families with young children	54
Discrimination, hate speech and extremism	54
German Red Cross Addiction Service	55
Language	55
General information	56
Language level and certificates	56
Language courses	57
Initial orientation courses	57
Integration courses	58
Vocational language courses (DeuFöV)	58
WithLanguage German 4U	58
Where can I find a language course?	59
What does a language course cost?	60
Interpreters and interpreters	60
School, studies and training	61
School	61
School in Hesse	61
Schools in Erlensee	61
How do I enrol my child at school?	62
Preliminary course	63
Sick note at school	63
Tutoring and learning assistance	63
Catch up on a school-leaving qualification	64
Education	64
Vocational school	64
What is dual training?	66
How do I find an apprenticeship?	67
Study	67
Study at a university	67
Funding and scholarship	68
Financial support	69
Education and participation	69
Travel costs to school	71
Bafög / BAB	72
Work and profession	73
General information	73
Find a job	73
Labour market access	74
Labour contract	75
Rights and obligations	76
Applications and job interviews	78
Finding work - counselling and help	79
Immigration of skilled labour	79
The basics of skilled labour immigration	80
For employers	80
For professionals	81



#### **Erlensee** ZUSAMMEN. STADT.

For training and studies	82
EU Blue Card	82
Independence	82
Recognition of qualifications	83
Recognition of foreign educational qualifications	85
Official certification of certificates	86
Children, youth and family	86
Children's rights	86
Child protection and duty of supervision	87
Childcare	88
Day care centres	88
How does a KiTa work?	89
Why is a KiTa good for my child?	90
Which daycare centres are there in Erlensee?	91
How do I enrol my child in the KiTa?	93
What is after-school care for school children?	93
What afternoon care is available for school children in Erlensee?	93
Children and youth work team in Erlensee (TKJE)	95
Financial support for parents	95
Health	96
General information	96
Emergency numbers - SOS	96
Visit to a doctor	97
Children's health	98
Medicines and pharmacies	98
Living with a disability	99
Health insurance	100
Counselling centres and offers of help	101
Violence against women helpline	101
breastcare app	102
Help with mental illness and trauma	102
Pregnancy and birth	102
Birth preparation	105
After the birth	105
Early help	106
Vaccinations	107
Leisure, culture and sport	107
Offers for children and young people	107
Playgrounds	107
Sport and exercise	108
Sports clubs	108
Erlensee public library	108
Adult education centre	109
Clubs	109
Festivals and events	109
Immigration and asylum	110
General information	110
Travellers from the EU	
	111
Asylum procedure	111 112
Asylum procedure After arriving in Germany	





Residence documents Asylum	114
Clarification of identity	117
Family asylum and international protection for family members	117
Central return counselling	118
Immigration of skilled labour from third countries	118
Asylum counselling and assistance	120





# Welcome to

### Welcome to Erlensee

#### Dear people of Erlensee,

Welcome to Erlensee! Our town is a popular place to live. Families, couples and singles of all ages live here. Erlensee is colourful and diverse. People from over 170 nations have found their home here.

We want you to settle in and feel at home here too. That is why we would like to introduce you to our town and invite you to help shape Erlensee and life in our town.

If you have recently arrived in Germany, you will no doubt have many questions, such as

- Where can I learn German?
- Where do I enrol my child at school?
- Where can I get to know other people?

But even if you have moved to Erlensee from another place in Germany, an initial orientation is helpful.

With this app, we would like to make your first steps in Erlensee easier. We have compiled a lot of important information and addresses for you.

If the app has helped you, please feel free to recommend it to others. If you are missing any information or have discovered an error, please let us know. Our aim is to continuously improve and develop the app so that it is a useful companion for you in your everyday life.

We wish you a good start and a successful familiarisation.

#### Best regards from the town hall



Stefan Erb, Mayor of the town of Erlensee

### **General information**

Are you new to Germany? Moving to a foreign country brings with it many questions and a lot of work. Everyday life and some German ways of life must seem strange to many refugees and migrants. Do you want to find your way around everyday life more easily? We have summarised a few practical everyday tips here in the **Integreat app**.

You can find general tips about Germany in the <u>handbook germany</u> and in the brochure <u>"Welcome to Germany"</u>. Both are available in many different languages.

### Interesting facts about Erlensee





The town of Erlensee is a young town in Hesse near Hanau. It was granted city rights in 2012. It was previously a municipality. The municipality of Erlensee was formed on 1 January 1970 from the merger of the municipalities of Langendiebach and Rückingen. The individual districts can look back on a long history and are over 800 years old.

Around 16,000 people currently live in the town of Erlensee. Families feel just as much at home in Erlensee as singles, senior citizens and young people. Around 15 % of them have foreign citizenship.

The town of Erlensee attaches great importance to family friendliness. There is a wide range of childcare facilities and meeting places for young people. There is also dedicated work for senior citizens. There are also over 70 clubs. They provide a wide range of sporting, creative and cultural leisure activities. But Erlensee is also interesting for business people and companies, especially due to its location with direct transport links to the city of Frankfurt and the airport. At the same time, it only takes a few minutes on foot or by bike to reach the great outdoors, the forest or the green Kinzigauen.

Buses run regularly through both neighbourhoods, connecting Erlensee with Hanau and the surrounding towns and communities.

There are three primary schools and an integrated comprehensive school in Erlensee.

You can find all interesting information about Erlensee at: <u>www.erlensee.de</u>

### Foreigners' Advisory Council

# What is an advisory council for foreigners?

The Foreigners' Advisory Council is the official representative of the foreign population in the municipality. It is democratically elected by all foreign residents entitled to vote for a period of five years. The election is general, free, equal, secret and direct.

The legal basis for the election of the Foreigners' Advisory Council is the municipal code and the district code of Hesse.

The Foreigners' Advisory Council represents the interests of the foreign population. The Foreigners' Advisory Council advises the municipal politicians and administration on all issues affecting the foreign population.

The Foreigners' Advisory Council works mainly at municipal level. It can submit applications that affect the city. Other topics that are not decided at municipal level can still be suggested and discussed.

The topics dealt with by the respective Foreigners' Advisory Council depend on its members.

At state level, the foreigners' advisory councils join together in the Hesse Working Group of Foreigners' Advisory Councils (agah). The agah advises and supports the local advisory councils for foreigners in their work.

#### https://www.agah-hessen.de/

# The foreigners' advisory council of the town of Erlensee





The Erlensee Foreigners' Advisory Council has represented the interests of non-German citizens since 1993. It is elected every five years. The members have a seat and vote in an advisory capacity in the city council and in the city committees. The Foreigners' Advisory Council has 7 seats.

The following members are on the Foreigners' Advisory Council for the 2021 to 2026 electoral term

Mr Ali El-Fadghan (Chairman) Mr Emad Nayleh (deputy chairman) Mrs Dima Alkurdi Mrs Kübra Ayar Mr Ahmet Esen Mr Khalil Naileh Mr Wojciech Pasierb

Stadt Erlensee - Ausländerbeirat ♀ Eugen-Kaiser-Straße 20, 63526 Erlensee ↓ 061839151740 @auslaenderbeirat@erlensee.de

### **Meeting places**

Welcome to the **Begegnungscafé of the Bürgerverein Soziales Erlensee e.V. (Erlensee Social Association** ).

Here, encounters, commitment and activity take centre stage.

Every **last Saturday of the month**, we cordially invite you to be part of this special community.

In a warm and inviting atmosphere, we offer our guests the opportunity to get together in an informal setting over fragrant coffee and delicious cake. Our meeting place is the ideal place to make new friends, have interesting conversations and share valuable experiences.

We believe that genuine relationships and social interaction enrich life and here at the Begegnungscafé, these values take centre stage.

In addition to socialising, you will have the opportunity to learn more about the diverse activities and projects of the Bürgerverein Soziales Erlensee e.V..

We cordially invite you to become part of our Begegnungscafé community to come together, get involved and actively contribute to a better community.

#### **Erlensee Social Community Association**

Am Rathaus 5, 63526 Erlensee
 01639214143
 buero@buergerverein-erlensee.de
 Bürgerverein Soziales Erlensee e.V.





# Living together in Germany

## The Basic Law

In every country, there are rules that everyone must abide by. The most important law for Germany is the Basic Law. It is a collection of 146 articles. Each article stands for a law, i.e. a rule. These rules determine how we live together in Germany. The basic rights protect the freedom of each individual. They are set out in Articles 1 to 19 of the Basic Law (catalogue of fundamental rights).

Here you can find the Basic Law in 11 languages: <u>Arabic, Chinese, English, French, Italian,</u> <u>Persian, Polish</u>, <u>Russian, Serbian, Spanish</u>, <u>Turkish</u> and, of course, <u>German</u>.

BAMF explanatory videos are available in several languages on the following topics: <u>Basic</u> <u>Law, gender equality, protection of marriage and families</u>, <u>freedom of opinion</u>, <u>freedom of belief</u>, <u>prohibition of discrimination</u>.

### **Rule of law**

Germany is a democratic constitutional state. The Basic Law guarantees human dignity, freedom and justice. There are laws to ensure that human rights are respected.

Political decisions are made by representatives of the people. The representatives of the people are elected by the Germans in free and secret elections.

The laws apply equally to all people in Germany. The state must abide by the law. All people living in Germany must also abide by German laws.

If people believe that other people or the public administration are doing them an injustice, they can appeal to a court. The courts are independent.

The police have the task of ensuring that everyone can live in freedom and safety. The police are also bound by the law. If you need help in the event of danger or conflict, call the police! Vigilante justice is not permitted.

The practice of religion must not violate the law.

This film clearly shows how the German constitutional state works: <u>German, Dari</u>, <u>Arabic,</u> <u>English, French, Pashto, Urdu.</u>

### **Universal Declaration of Human Rights**

Human rights are important rights that always apply to all people all over the world. Human rights are rights that every person has by virtue of being human. They protect the dignity of every human being and are due to all human beings equally, without distinction of any kind, such as "(...) colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status." (Article 2 of the United Nations Universal Declaration of Human Rights of 10 December 1948).





There are 30 rights. The most important are:

- All people are of equal value.
- Everyone is entitled to his or her own opinion.
- Everyone has the right to peace and security.

# Children's rights

Children need special protection and therefore also special rights. The individual rights of children are set out in the Convention on the Rights of the Child. It was adopted by the UN General Assembly in 1989 and subsequently ratified by 196 states. The UN Convention on the Rights of the Child comprises a total of 54 articles.

The 10 most important children's rights are clearly explained here: <u>German/Arabic</u> and <u>German/Persian</u>.

### **About Integreat**

Integreat is a guide that supports you in your everyday life. You will find important addresses, contact persons as well as tips and tricks that can help you find your way around.

This guide has several chapters. Each chapter deals with a different topic. Among other things, you will find information on doctors, schools, German courses or other institutions. There is also a chapter with ideas on what you can do in your free time. The information and leisure activities change. Your municipality updates them regularly. That's why it's very good if you check your mobile app often. You will always be informed about current activities and events. You can rely on the information in Integreat.

Download Integreat from your <u>app store</u>. You can also use this app offline if you don't have internet access. When you are back online, the app will update itself.

# **Sharing information**

You can download and share important information, for example, as a PDF in the web app. In the mobile app, you can share interesting content directly, for example via WhatsApp, Facebook or email.

### Latest news

With the Integreat smartphone app you can also receive push notifications. You can agree to receive them in the app's settings. Important or short-term information is sent to you via push notifications.

# Feedback

You can contribute to the development of the Integreat app in your municipality. You can give feedback using the smiley icons. This feedback ends up with the people who create the content. You can praise or criticise. If you have ideas or criticism, write down as many details as possible.

# **Read aloud function**





The content of the Integreat app can also be read aloud. To do this, the read aloud function must be switched on in the settings of the smartphone. This works in all languages.

We very much hope that we can simplify your life in Germany with this app.

## Integreat in sign language (Video)

This video explains how Integreat works in German sign language. You will learn what is possible. Click on the image to watch the video on YouTube.



# Ukraine

### Information on the war in Ukraine

# Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

Here you can find out what is important at the moment - for example, what the current <u>situation</u> is. You can also find rules here if you want to enter Germany or if you need a visa. We have already written down some important questions and answers for you:

# I am in Germany without a visa - what can I do now?

If you come from Ukraine, you do not need a visa to come to Germany until **4 December 2025**. From the day you enter the country, you can stay here for up to 90 days without a special permit. You can even stay in Germany without a special residence permit until **4 March 2026**.

During the 90-day visa exemption period, you can consider whether you would like to stay in Germany for longer. There are various options for this:





- You can apply for a residence permit under Section 24 of the Residence Act within 90 days of your first entry into Germany. This provision specifically regulates the situation for war refugees from Ukraine on the basis of the EU decision. You can find out who is eligible for a residence permit under Section 24 of the Residence Act <u>here.</u> You can find answers to the procedure <u>here</u>.
- 2. You can apply for a residence permit for another purpose within 90 days of your first arrival in Germany. For example, to study or for gainful employment. This may be more favourable for you. You can seek advice on this from the authorities if you have an appointment, or you can find out more in advance on the website: <u>https://www.make-it-in-germany.com/.</u>
- 3. Alternatively, you can apply for asylum. However, this option is not recommended due to the less favourable legal consequences such as the restriction on taking up employment and the obligation to live in an initial reception centre.

# Do you have a valid residence permit in accordance with Section 24 of the Residence Act as of 1 February 2025?

Your residence permit will be automatically extended and will then be valid until 4 March 2026. You do NOT need to visit the immigration office for this. You can find more information on <u>Germany4Ukraine</u>.

### What happens when you arrive in Germany?

When you come to Germany, there are a few important steps that you need to take one after the other. This is how it works:

- First, you register this is called registration.
- If you need help from the state (for example money or food), you will be told where you can live.
- Then you register your new address, i.e. where exactly you now live.
- Finally, you apply for a permit so that you can stay in Germany for longer.

You can find more information on this here.

# Can I work in Germany with a residence permit for temporary protection?

Yes, you can. However, before you can work, the immigration authority must authorise it. The immigration authority will often already enter in your residence permit that you are allowed to work - even if you do not yet have a job. This is good, because then you no longer need an extra permit from another authority.

The immigration authorities will issue so-called fictitious certificates as soon as you submit your application. These bridge the right of residence until the actual residence title can be issued and granted. The foreigners authority will also enter "Gainful employment permitted" in the fictitious certificate. This fictitious certificate therefore authorises you to work in Germany either as a self-employed person or as an employee. Special professional access requirements (such as a licence to practise medicine or a permit for a trade requiring a licence) naturally apply to persons with temporary protection in the same way as to all others. However, the procedures for recognising foreign professional qualifications are also open to those affected, just like everyone else.





Persons with a residence permit for temporary protection in Germany can also receive counselling and placement services from the employment agencies in accordance with SGB III.

# Should people from Ukraine apply for asylum?

No, that is not necessary. The necessary protection is granted in a different, faster procedure. It is therefore recommended that you do not apply for asylum. However, if you want to apply for asylum later, you can still do so.

As a result of the decision to admit war refugees in accordance with Article 5 (1) of Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection, a residence permit in accordance with Section 24 of the Residence Act (AufenthG - Residence Permit for Temporary Protection) will be granted to the group of persons covered by the decision upon application.

Registration upon entry does not constitute an application for asylum. An application for asylum must be submitted to the responsible branch office of the Federal Office for Migration and Refugees in order for an asylum procedure to be carried out.

For these reasons, it is not necessary to file an asylum application to secure a right of residence or to claim social benefits.

# Information portal of the German government

The Federal Ministry of the Interior and Homeland offers a digital information portal in German, English, Russian and Ukrainian. Here you will find all official information about residence and living in Germany.

### Germany4Ukraine

# **Embassy of Ukraine in Berlin**

**↓**<u>+493028887128</u> **♀**<u>Albrechtstraße 26, 10117 Berlin</u>

Help for Ukrainians

# Help for Ukrainians in Erlensee and the surrounding area

Stadt Erlensee - Flüchtlingshilfe ♀<u>Zum Fliegerhorst 1229, 63526 Erlensee</u> ↓06183/9151502

©Consultation hours: Monday, 8.30 - 12.00 and 14.00 - 17.00 Tuesday, 8.30 a.m. - 12.00 p.m. Thursday, 8.30 a.m. - 12.00 p.m. Friday, 8.30 a.m. - 12.00 p.m.

and by appointment





Orianka-Beratungszentrum Langenselbold ♀ <u>Am Weiher 8, 63505 Langenselbold</u> ↓ 06051/974147299 @kca.Ukraine@kca-mkk.de ♀ Kommunales Center für Arbeit, Jobcenter

Consultation hours: Monday to Thursday: 08:30 to 12:00 and 13:00 to 16:00 Friday: 08:30 to 12:00

 $\ensuremath{\mathbb{Q}}$  Information on the Orianka centres in German and Ukrainian.

## **MKK Ukraine Help**

<u>06051/8518000</u>
 <u>@ukraine@mkk.de</u>
 <u>@Main-Kinzig-Kreis - Ukraine Help</u>

### German-Ukrainian phrasebook

Ukrainians need help with the language.

Then the language guide German-Ukrainian dictionary (1).pdf as PDF will help.

# **Everyday life**

### Opening hours, public holidays, time

# **Opening hours**

Most of the larger grocery shops in our region are open from Monday to Saturday from 08:00 to 20:00. Shops in the city centres are open from 10:00 to 20:00. These hours are often shorter for smaller shops. Sometimes there is also a lunch break. Almost all shops are closed on Sundays. Exceptions are bakeries and petrol stations.

 $\mathcal{P}$ Buses and trains run at different times on Sundays and public holidays!

# Public holidays in the region

There is no work on a public holiday and all shops are closed. There are public holidays for everyone and public holidays that vary from state to state. Hesse has 10 public holidays. Most of these are church and Christian holidays.

1 January: New Year March/April (changing date): Good Friday March/April (following Good Friday): Easter (Easter Sunday, Easter Monday) 1 May: Labour Day May (alternating date): Ascension Day May/June (alternating date): Whitsun (Whit Sunday, Whit Monday) May/June (alternating date): Corpus Christi 3 October: Day of German Unity





25 December: Christmas Day26 December: Second Christmas Day

The public holidays with changing dates can be found on the Internet for the respective year.

# Time of day

Central European Time (CET) applies in Germany. In addition, on the last Sunday in March, there is a changeover to summer time. At 2:00 am, the clocks are set forward to 3:00 am. On the last Sunday in October, they are put back to 2.00 am at 3.00 am.

## Mobility

# **Public transport**

Erlensee is very well connected to local public transport. Various bus lines take you quickly to all the neighbouring towns.

You can find a timetable for Erlensee and the region at the bus stops, on the **internet** (<u>rmv</u> or <u>Deutsche Bahn</u>) and in the **RMV app** or the **Deutsche Bahn app**.

 $\$ Travelling without a ticket will be penalised! You must have a valid ticket for every journey. Otherwise you will pay a heavy fine.

# Tickets

- You can buy a ticket from a ticket machine or special points of sale. You will find ticket
  machines at the railway station. You can also buy tickets from the driver on the bus. You can
  also buy tickets on the website or via the RMV app or Deutsche Bahn app. Find out more
  there.
- There are different fare zones. The price changes depending on how far you are travelling.
- If you use public transport more often, find out about cheaper tickets. For example, there is a day ticket, group tickets or monthly and annual passes.
- You do not have to pay the full price for children. Children up to the age of 5 travel free of charge and there are discounted tickets for children aged between 6 and 14.
- You can also use one ticket to change between different modes of transport (bus, underground, S-Bahn and regional railway). The exception is short journeys (underground two stops, bus four stops). Check how far you are allowed to travel.
- You need separate tickets for long-distance transport, local transport tickets are not valid for long-distance transport!
- All information about tickets can be found on the <u>Rhein-Main-Verkehrsverbund (RMV)</u> website.

# Cycling

Cycling is a healthier, cheaper and more environmentally friendly alternative to other means of transport.

There is a cycle route planner that you can use to easily plan your routes.





You can access the cycle route planner website <u>here</u>.

#### Important traffic rules for cyclists:

- Always ride on the right-hand side of the carriageway
- Do not ride next to each other, but behind each other
- If there is a cycle path, you must ride on the cycle path (always on the right-hand side of the road in the direction of travel)
- Only children up to the age of 11 are allowed to cycle on footpaths
- Using a mobile phone on a bicycle is prohibited

#### **Purchase and repairs:**

When buying a bike, make sure that it is equipped as follows and is therefore roadworthy. Otherwise you will have to pay a fine if you are stopped by the police.

- Front and rear lights
- Reflector front and rear
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes

#### **Driving licence**

Would you like to drive in Germany and have a driving licence from your country of origin? If you have a foreign driving licence, you may drive with it in Germany for up to 6 months after registering with the registration office.

If the driving licence is not in Latin script, you will also need an international driving licence or a certified translation of the national driving licence.

You must always have your driving licence with you when driving. Driving without a valid driving licence is a punishable offence in Germany.

After 6 months, certain types of driving licence must be transferred. Check whether the driving licence can also be recognised in Germany or whether you have to pass a theoretical and practical driving test again. The theory test can be taken in many different languages, not just German. Special rules apply to driving licence categories such as HGVs and others, so check with the driving licence office.

Driving licences from EU and EEA states with category B (car) do not need to be rewritten if they are valid for an unlimited period. If the driving licence expires, you can exchange it with an application. You need:

- Application
- Copy of driving licence
- Copy of identity card/passport
- Current biometric passport photo





If you come from a third country and would like to exchange your driving licence, you must take a theoretical and practical test at a driving school (there are exceptions for some countries). You will need the following to exchange your licence

- Application
- Copy of the foreign driving licence
- Certified translation of the foreign driving licence (from ADAC, sworn interpreter)
- Copy of the identity card/passport
- Current biometric passport photo
- eye test
- First aid course

Support of the set of

General information on driving licences in several languages can be found here.

 $\mathcal{P}$ Think about transferring your licence in good time, the processing takes some time.

#### To register a car:

### **Registration office for the Main-Kinzig district**

**P**<u>Dörnigheimerstraße 1, 63452 Hanau</u>

**6181292** 22637

@zulassung@mkk.de

To transfer your driving licence:

Hanau driving licence office (located in the building of the registration office)

**O**<u>Dörnigheimerstraße 1, 63462 Hanau</u>

**6181292** 22622 **@**f <u>uehrers</u> cheinstelle@mkk.de

Further information on the recognition and transfer of driving licences can be found at the Federal Ministry of Transport and Digital Infrastructure

Livelihood security





Do you need financial assistance?

Then you need to apply for basic income support.

# What is basic income support?

Basic income support is financial assistance for people who do not have enough money.

You can apply for basic income support or assistance with living expenses if you

- are unable to work (your inability to work must be determined by the Job Centre / Municipal Employment Centre).
- your pension is not sufficient to cover your living expenses.

You can apply to the Office for Social Support and Participation for further assistance in special circumstances.

Barbarossastraße 24, 63571 Gelnhausen
 <u>06051/850</u>
 @sozialhilfe-grundsicherung@mkk.de

Consultation hours by telephone appointment only.

You can find a list of the administrative offices with extension numbers here.

# Assistance for migrants

# Who gets help?

Some tolerated persons also receive help.

If you apply for asylum, you will receive help.

# What is help?

The help is money.

You use it to buy food.

You pay for your flat.

You get help with illness.

You get help for babies.

### Office for Social Support and Participation of the Main-Kinzig District

### Sarbarossastraße 24, 63571 Gelnhausen

## **Benefits processing:**





<u>06051/18259</u>
 <u>06051/</u>

### Health assistance according to AsylbLG

<u>06051/8518285</u>
 <u>06051/8516240</u>
 @h <u>fm@mkk.</u> de
 Further information

Consultation hours by telephone appointment only.

# Job centre / KCA

If you are able to work and are basically able to work, but have no job or earn too little (including recognised refugees), you can apply for financial support from the Jobcenter / KCA. You can find more information <u>here</u>.

#### **Municipal Centre for Employment**

#### Hanau region

Eugen-Kaiser-Straße 7, 63450 Hanau
 06181/29244445

#### **Current account**

A current account is an account for people who want to make payments via the bank. Your money is available in your current account at all times. Make sure that you have enough money in your account for all withdrawals and payments.

With a current account you can

- Make transfers
- Receive cashless payments (payments from public offices / authorities / social benefits are often made cashless, i.e. transferred to a personal current account)
- Set up standing orders
- Participate in direct debit procedures
- · Cashing cheques, making cashless payments with the EC/Maestro card
- Withdraw cash at bank counters or ATMs
- Print out your account statements

### **Opening an account**





Decide which bank you would like to have an account with. Make an appointment to open an account. Please bring one of your identification documents with you: Proof of arrival, residence permit, identity card. If no current address is noted on the legitimisation document, please also bring a registration certificate or a comparable document.

- After opening the account, you will receive an EC card with a four-digit PIN code. Sign the back of the EC card and memorise the PIN code. You will need the PIN code for cashless payments and for withdrawing money from ATMs. Be sure to keep your card and PIN code separate!
- If you want to withdraw cash, it is best to use the ATMs of the bank where you have your account. Then the withdrawal costs nothing. If the PIN code is entered incorrectly three times at the ATM, the debit card will be cancelled and blocked. In this case, you must ask your bank.
- If your debit card is lost or stolen, have it blocked immediately. State your sort code and account number. Then ask your bank for a new EC card. You can block the card around the clock by dialling: 116116

 $\bigcirc$  Different banks offer current accounts with different conditions. Find out exactly how much a current account costs each month and what services the bank offers in return.

 $\bigcirc$ If you do not speak German or English, please bring an interpreter with you.

## Shopping

## Supermarket

Most groceries in Germany are bought in a supermarket or at the market. You can usually find everything you need there. In some places there are also Turkish, Arabic or Russian grocery shops.

There are various grocery shops with food from other cultures. It is best to get in touch with other people and ask about them.

Supermarkets vary in price. Compare the prices.

# Weekly market

In Erlensee, a so-called "weekly market" is held on Saturdays from 8.00 am to 1.00 pm on the square in front of the town hall.

The market mainly sells groceries such as sausage, cheese, fruit and vegetables or baked goods.

# **Shopping facilities**

REWE supermarket

♀ Leipziger Str. 41, 63526 Erlensee

**C**06183 8073504

Srewe.de





**REWE - Supermarket** 

Ravolzhäuser Str. 2-4, 63526 Erlensee

**\$**06183 802156

## €<u>rewe.de</u>

#### Waste separation and waste disposal

There are four rubbish bins in Erlensee. The aim is to better separate and dispose of waste.

The rubbish is collected in different rubbish bins. The landlord or landlady provides the various bins for you. The rubbish collection service collects the rubbish regularly.

# What goes in the bins?

# Residual waste goes in the black bin.

Waste that cannot be recycled goes in the black bin:

- Nappies, sanitary towels and tampons
- Paper tissues, facial tissues, paper towels
- plastic bags
- hoover bags
- Coated paper
- Wallpaper, carpet residues
- Ash, small animal litter, cigarette butts

# Paper and cardboard can be disposed of in the green bin.

However, the paper must be clean and uncoated.

- Newspapers and magazines
- Cardboard boxes
- Catalogues
- leaflets
- exercise books
- books
- Forms and printer paper
- Letters and envelopes
- Paper bags
- Paper packaging
- Cigarette packets (without aluminium and without foil)





Chocolate boxes (without plastic)

## Compostable waste goes in the brown bin.

- Kitchen waste (including meat and fish scraps)
- Fruit and vegetable scraps
- Salad (without salad dressing)
- Potato peelings, egg shells
- Coffee filter bags, tea bags
- Wilted bouquets of flowers
- Potted plants (without pot)
- Garden waste
- Crumpled newspaper to soak up moisture

## Important note

#### NO plastic in the organic waste bin!

**No** plastic bags are allowed in the organic waste bins. Not even if the bags are labelled "biodegradable".

The problem is that these are not compostable, but have to be sorted out as impurities in the composting layer.

This is very time-consuming and expensive.

If the organic waste bin contains so many items that do not belong in it, the bin will remain empty.

The wrong items must be sorted out so that the bin can be emptied the next time it is emptied.

# Put plastic and aluminium packaging in the yellow bin.

Plastic and metal packaging can be put in the yellow bin, even without the Green Dot:

- Aluminium bottle caps
- Aluminium trays and cans
- Packaging from tablets
- Shower gel bottles and shampoo bottles
- Plastic shopping bags
- foils
- Beverage cartons
- Coffee vacuum packaging
- Plastic bottles and plastic cups
- Plastic cleaning agent bottles
- Styrofoam packaging





• Tubes (for toothpaste, ointments, creams)

# Waste calendar

Here you can see when the rubbish bins are collected. There is also the <u>waste calendar Erlensee</u> <u>2025.pdf</u>.

The waste calendar is distributed to all households in Erlensee at the end of the year.

It can also be collected from the Citizens' Service Centre at the indoor swimming pool.

# Glass in the glass container

Glass bottles and jars (white, green, brown) must be disposed of in the glass container.

Here is a list of the locations of the glass containers

# Old clothes and shoes in the old clothes containers

You can donate old clothes and shoes in good condition. However, they must not be broken.

There are used clothing and shoe containers in Erlensee.

You can find the locations of the clothing and shoe containers here.

# **Bulky waste:**

Large items can be collected via the bulky waste service. Collection can be requested by telephone at  $\bigcirc 06183/91510$  or online at sperrmuell.erlensee.de.

A distinction is made between bulky wood waste and residual bulky waste. A total of 8 m<sup>3</sup> per year can be registered for collection free of charge.

Bulky wood waste includes

- Cupboards, cupboard parts
- Bamboo furniture without fabric
- Bed without fabric cover
- Picture frames without glass
- Doors without glass (maximum 2 pieces)
- Wooden chair without upholstery
- Plastic-coated wooden parts (fitted kitchen)
- Slatted frame (if frame is made of wood)

No items may be packed in bags or boxes.

If glass is used in the items, it must be removed.





# This does not belong to bulky wood waste

• Wooden elements from outdoor areas (window frames, doors, roller shutters, shutters, wooden shingles, garden furniture, privacy fences, palisades or picket fences)

# This belongs to the residual bulky waste

- Coffee parts
- Upholstery elements
- Furniture parts covered with fabric
- Slatted frames (if the frame is made of plastic or metal)
- mattresses
- carpets
- floor covering
- larger plastic parts
- Rattan furniture
- Laminate flooring (must be bundled, maximum edge length 1 metre)

#### No items may be packed in bags or boxes.

#### Hazardous waste

Hazardous waste must not be disposed of in the rubbish bin.

It must also not be poured into the toilet.

It can be disposed of free of charge via the hazardous waste mobile.

# Small electrical appliances:

- Hair dryer
- irons
- toasters
- Coffee machines
- Hand mixer
- Electronic sewing machine or electric typewriter
- Hand drills
- portable radios

can be handed in free of charge at the municipal building yard <u>Auf dem Hessel 2</u>, during the following collection times:

Fridays: 13:00 - 17:30 Saturdays: 08:30 - 13:30

Large electrical appliances:





- Electric cookers
- Microwave ovens
- Extractor hoods
- Dishwashers
- Washing machines
- Tumble dryers
- Spin dryers
- TV sets

Must be registered with AQA by calling 06051/971033333.

Collection is free of charge.

If you have any questions, please contact the person responsible

# Herr Stannek | Fachbereich 2 Steueramt

QZum Fliegerhorst 1229, 63526 Erlensee

@jstannek@erlensee.de

**4**+49 (0) 61839151205

https://www.erlensee.de/

Insurances

# Liability insurance

If you cause unintentional damage to a person in Germany, you must pay compensation according to the law. This applies to personal injury, property damage and financial losses in the private sphere. For example, if you cause a traffic accident or if your child breaks a window pane with a ball.

You can take out private liability insurance to pay for this damage for you and your family. You do not have to have liability insurance, but it is the most important private insurance and is highly recommended. Otherwise, you could face high costs in the event of a claim. Many landlords and landladies want you to have private liability insurance.

Read the contract carefully, compare the costs, pay attention to the sum insured and the term. If you don't understand something, seek advice. Report any damage to the insurance company immediately. The insurance company must clarify whether you are liable for the damage.

# Motor vehicle liability insurance

In Germany, anyone who owns a vehicle and wants to drive it (vehicle owner) must take out motor vehicle insurance. Without this insurance, the car cannot be registered. This covers any damage you cause to other vehicles or people. This also applies to motorbikes.

### Conclude contracts





# Contracts

In Germany, freedom of contract applies. For example, if you want to rent a flat, have electricity in your home, use a smartphone or go to a gym, you must conclude a contract orally or in writing. Pay attention to the content of the contract: How much does the contract cost? Are there monthly costs? Do the costs increase after a few months? How long does the contract run for? Does it renew automatically? How long is the cancellation period? Compare different offers carefully and take your time to decide.

Contracts are binding and must be honoured. They can usually only be cancelled within the notice period. If you are not sure that you can pay the costs, do not sign! Debts can quickly build up.

♀ Do not sign anything that you cannot read or do not understand. You may be signing a contract or agreement that you did not want. Don't let anyone pressure you into signing anything! Do not sign any contracts over the phone. If you have signed something, you sometimes have 2 weeks to cancel it. Do something immediately! If you need support, go to the <u>consumer advice centre.</u>

### **Radio and television**

# **Broadcasting contribution**

Independent reporting is very important. Germany has independent radio, television and online programmes. ARD, ZDF and Deutschlandradio offer this. They report free from economic and political influences. Everyone pays money for this. This is called the licence fee.

The law stipulates that a licence fee must be paid for every home in Germany. However, only one person per home has to pay the licence fee. This costs €18.36 per month. The money must be paid to the ARD, ZDF and Deutschlandradio contribution service. You can find more information in the following information sheet. Here in plain language. Alternatively on the broadcasting licence fee website. The website is available in several languages.

Some people can be exempted from paying the licence fee. For example, if you receive benefits under the Asylum Seekers' Benefits Act or other social benefits. An application must be submitted for exemption from the licence fee.

 $\mathbb{Q}$  You can find the application for exemption <u>here</u>.

Gerurther information about the licence fee can be found <u>here</u>.

Support in completing and forwarding applications for exemption from or reduction of the licence fee is provided by the

City of Erlensee - Department of Family and Social Affairs, Social Welfare Office / Application SGB II/XII <a>Zum Fliegerhorst 1229, 63526 Erlensee</a>, Zimmer 213 <a>061839151507 @azeidler@erlensee.de</a>

# **Telephone, TV and Internet**





You are free to choose your telephone, TV and Internet provider, i.e. you must conclude a contract yourself. Pay attention to the contract term and the costs and compare the offer with other providers.

#### **Internet and Free WIFI**

#### **Mobile Internet**

You have mobile Internet on your mobile phone. This is very practical. You can search for something on the Internet while you are on the move. You can also search for an address. The Internet costs money. It is best to have a contract. This contract can be a fixed-term contract or a prepaid contract. You can find more information here.

 $\bigcirc$  You do not need internet to use Integreat.

#### WLAN at home

If you want to have Internet in your own home, you need a router. There are various companies that can sell you a router and a contract.

#### Public, free WLAN hotspots

Free WLAN is available at several locations (hotspots). You can surf the internet there with your own device.

Bere you will find an app with which you can find public hotspots in your neighbourhood.

### Telephone and mobile phone

### Telephone

Germany has the international dialling code 0049 or +49. The area codes and mobile phone numbers begin with 0 (for example Erlensee: 06183. For calls from abroad or with +49, the 0 is omitted (for example +49 6183).

# **Mobile phone**

There are two different mobile phone contracts in Germany: Prepaid contract and fixed-term contract. The prepaid contract has no fixed contract term. You top up your mobile phone with a certain amount of money. A fixed-term contract has a minimum contract period: this contract is automatically renewed if you do not cancel it. If you do not want the contract to be renewed automatically, you must cancel in writing. Pay attention to the cancellation period. With fixed-term contracts, you usually get a mobile phone at a very favourable price. It is not free, you pay for it through the cost of the contract!

# Before you sign a contract, inform yourself and think about what you need and what is particularly important to you. Important questions when concluding a contract:

- How high is the basic fee? Does the fee increase after a certain period of time?
- Is there a minimum monthly turnover (minimum cost per month)?
- How long is the contract (12 or 24 months)?





- If I do not cancel the contract, will it be automatically renewed?
- When do I have to cancel if I don't want to renew the contract?
- How much does it cost to set up, switch and deactivate?
- What is the billing cycle? Do I have to pay for every minute or part thereof?
- How much does a minute cost (external/own network)?
- How much does a mobile phone with a contract cost and how much does a mobile phone without a contract cost?
- How much does Internet cost?
- How much do international calls cost?

Think about which flat rate is best for you and pay attention to what is not included in the flat rate and what costs are then incurred.

#### Taxes and tax returns

Taxes are important. They help the state to function. They provide the state with money for public spending. It can be used to build roads. It is used to pay teachers and police officers. It finances many important things.

You pay taxes everywhere. When you go shopping, when you eat out, when you fill up with petrol. That's the **sales tax**. And when you work. That's **income tax**.

You have to pay tax on your income in Germany.

If you are employed, you will receive the net amount of your salary from your employer each month by bank transfer, i.e. your taxes have already been deducted. If you are self-employed, you must pay tax on your income yourself.

If you are employed, you **can** submit a tax return; if you are self-employed, you **must** submit a tax return.

# Tax identification number

The tax identification number (tax ID) is an 11-digit number and is used for income tax purposes. The place of work requires this number. If you do not have this number in your documents, you can request it in person at the <u>service office</u> or in writing from the <u>Federal</u> <u>Central Tax Office</u>.

Filing a **tax return** is no easy task and is often a bureaucratic challenge. It is done via the internet programme ELSTER, the official tax administration programme of the federal and state governments, also known as the "online tax office". You can also turn to a local income tax association for voluntary support, which will do your tax return for you for an annual membership fee.

Surther information can be found on the website of the digital <u>tax office Hessen</u>. (German)

Living





You have found a flat. Congratulations. You are renting this flat from a person. This person is your landlord or landlady. You sign a contract with this person. The contract says that you are allowed to live in the flat. It is called a tenancy agreement. The tenancy agreement regulates the rights and obligations. You have rights and obligations. And your landlord or landlady has rights and obligations. For example, you have to pay money every month. This is the rent. Your landlord or landlady must leave the flat to you. He or she must also take care of repairs to the flat.

# **Tenancy agreement**

The tenancy agreement is an important document. It states the price of the flat. It also states whether you are allowed to smoke or do laundry in the flat. Everything is set out in writing in the contract. Don't understand something in the contract? Ask about it. It's best to do this before you sign the contract.

The tenancy agreement sets out the most important information about the flat and the amount of rent. Always ask for a written tenancy agreement, do not pay anything until the tenancy agreement has been signed! Read the tenancy agreement carefully, you must understand everything.

When handing over the flat, record any damage in the handover protocol. Take photos of the damage. Check the meter readings (electricity, water, gas if applicable) and write down how many keys were handed over.

# Deposit

The deposit is a security for the landlord and must not exceed 3 basic rents. When you move out, the deposit will be returned to you. If you leave any damage in the flat when you move out, this will be deducted from the deposit. You can pay the deposit in instalments. If you receive money from the JobCentre, you will receive a loan for the deposit. You will then receive less money each month until the loan is paid off.

# **Rent and ancillary costs**

The rent consists of the net rent and the service charges. You also pay the service charges every month. This is how you pay running costs. These include the cleaning of the stairwell or the garden labourer. You also pay for rubbish collection. These service charges are shared by all residents of the building. People with larger flats pay more.

The landlord must draw up a service charge statement showing the actual costs. This is offset against the monthly payment. If the costs are higher, the tenant has to pay extra, if the costs are lower, he gets money back.

# Gas / electricity

Heating costs are sometimes included in the service charges. They are calculated according to consumption. Gas and electricity usually have to be paid directly to a supplier. You are free to choose your supplier and can switch within a certain period of time. You pay a flat rate every month and once a year the exact consumption is offset against the flat rate paid.





 $\mathcal{O}$  Keep an eye on your heating and energy costs, otherwise you may have to pay a lot of extra money. Better still, save energy and you'll get money back!

# Key

Only you have a key to your flat. Take good care of your key. Have you lost the key? Then you need a locksmith. A locksmith can be expensive. Sometimes the landlord or landlady needs access to your home. Sometimes other people also need access to your home. You must be informed of the visit. This is often done by post or telephone. This may be particularly necessary if a tradesperson needs to enter your home. They want to repair something in your home. Or the municipal utilities or your energy supplier need to read how much water or electricity you have used.

## Cancellation

Germany protects tenants and landlords. You can't simply give notice of cancellation overnight. You must give your landlord or landlady at least three months' notice. Always give notice of cancellation in writing. Have your cancellation confirmed. Do you need help? Then go to your help centre. The tenants' association can also help. But you will have to pay money.

# Housing benefit

Housing benefit is a state subsidy towards the cost of housing for people on low incomes. It depends on the number of household members, the total income and the rent amount. You can obtain an application from the housing benefit authority or from your town or municipality.

### **Contact persons:**

Stadt Erlensee - Sozialamt/Antragsstellung SGB II/XII QZum Fliegerhorst 1229, 63526 Erlensee 06183/9151507 @azeidler@erlensee.de

Office hours: Monday, Tuesday, Thursday and Friday 8.30 a.m. to 12.00 p.m., Monday 2.00 p.m. to 5.00 p.m.

If you receive benefits from the JobCentre or the Social Welfare Office, you <u>cannot</u> usually apply for <u>housing benefit</u>. Ask for advice. People who receive asylum seeker benefits do not receive housing benefit.

# Saving energy and behaviour in an emergency

# Saving energy, heating and ventilation

You can save a lot of money in Germany by saving energy. The <u>consumer advice centre</u> provides a brochure on this topic in several languages<u>(German</u>, <u>English</u> and <u>Turkish</u>).

• Make sure that you ventilate your home regularly and heat it properly. This will prevent mould from forming.





- When ventilating, open the windows fully 3 times a day for 5 minutes. Tilting the windows does not help!
- Ventilate after showering, cooking and in the morning after getting up!
- Heat your home sufficiently, do not place furniture in front of the heating and do not hang curtains in front of the heating.
- Move the furniture on the outside walls 10 cm away from the wall so that the air can move behind it.
- Check regularly to see if mould is forming in the cold corners. If mould develops, remove it quickly!
- Heating costs are expensive
- To avoid high heating bills, turn the heating down at night and when you leave the house!
- Dress warmer in winter: Wear long-sleeved jumpers, long trousers/skirts and socks indoors.
- Carpets keep you warm from underneath.

The Protestant parish publishes a brochure on saving energy in Dari and Arabic.

## Behaviour in the event of a power cut

The power supply in Germany is very reliable. If a power cut does occur, please note the following:

- Keep calm and do not call 110 or 112. It is not an emergency.
- Check whether your neighbours have also lost power.
- Check the fuses in the house.
- Switch off all electrical appliances.
- Pay attention to loudspeaker announcements in the street.

#### Never use a gas barbecue or charcoal grill indoors. There is a risk of suffocation!

#### Be prepared for an emergency

You should be prepared in case of a prolonged power cut. You should have the following in the house

- Water and food for 10 days
- Battery-powered radio with fresh batteries
- Charged power banks or solar-powered chargers
- Toiletries and possibly baby food
- Warm clothing, warm underwear
- Torches, camping lamps or candles
- Blankets or sleeping bags
- Cash. Cash machines do not work without electricity.

#### Food is recommended per person for 10 days:

- 10 litres of water (for drinking and cooking)
- 3.5 kilos of bread, potatoes, pasta and rice





- 4 kilos of vegetables and pulses
- 2.5 kilos of fruit (tinned or jarred) and nuts
- 1.5 kilos of meat, fish, eggs (tinned or jarred)
- 0.4 kilos of oil, butter or margarine
- Sugar, sweetener, honey, jam, chocolate, salt, flour, biscuits, pretzel sticks

#### Religion

### **Religious freedom**

Freedom of religion applies in Germany. This is guaranteed by the Basic Law. You can practise your faith as you see fit, as long as you do not violate the Basic Law. You may also not be discriminated against on the basis of your religion, for example when looking for work. Religious freedom also means accepting the beliefs of others. Germany does not have a state church. State and religion are separate.

This means, for example:

- All people are free to choose and practise their religion and beliefs.
- All people have the freedom not to be religious. Anyone who does not believe in God is allowed to say so publicly.
- People of different religions and beliefs may marry each other.
- Marriage only counts as a legally valid marriage before the registry office. Marriages entered into exclusively within the framework of a religion are not legally binding in Germany.
- Religious laws do not determine the legal system in Germany.

# **Practice of religion**

There are many different religions in Germany. Many people follow a particular religion. They organise themselves in their own communities. For example, in a church, mosque or synagogue.

Contact with a community is important. Here you can celebrate worship together. It makes it easier to socialise with your fellow human beings. There are various groups or meetings for this. Find out more on the community's website. You can also call or introduce yourself in person.

### **Religious communities in Erlensee**

**Q** Friedrich-Ebert-Straße 4, 63526 Erlensee

Protestant Church Rückingen♥ Hauptstraße, 63526 Erlensee





Monday to Wednesday: 8:30 am to 12:00 pm Thursday: 8.30 a.m. to 11.00 a.m. and 2.30 p.m. to 5.30 p.m. Protestant Church Erlensee

**Catholic Church "Christkönig" Q**<u>Waldstraße 26, 63526 Erlensee</u>

Catholic parish office ♥ Waldstraße 26, 63526 Erlensee ● 061832363 @ pfarrei.erlensee@bistum-fulda.de © Opening hours: Tuesday and Thursday: 9:00 a.m. to 12:00 p.m. Wednesday: 15:00 to 17:00 ♥ Catholic Church Erlensee

#### **Ditib Erlensee Fatih Mosque**

♥ <u>Hainstraße 63, 63526 Erlensee</u>
 ◎ Opening hours: daily from 6:00 to 23:00

## Lesbian, gay, bisexual, trans\* and inter\* (LGBTI)

Many different people live together in Germany. They have different religions. They are of different genders. They come from different countries. They have different political views. All these people live together peacefully. They have the same rights.

The same applies to people of different sexual orientations or gender identities: these include lesbians, gays, bisexuals, transgender and intersex people. In short, they are called LSTBI. They have the same rights in Germany as other people.

There are three genders in Germany. These are "male", "female" and "diverse". Transgender people can change their gender in Germany. They can also have their name changed. Women are allowed to love and marry other women in Germany. Men are allowed to love and marry other men in Germany.

Many LGBTI people have fled to Germany because they were persecuted in their home country. Are you a refugee and lesbian, gay, bisexual, transgender or intersex? Then you can contact one of the many LGBTI organisations in Germany. There you will find support, social contacts and information. The LSVD project "Queer Refugees Deutschland" has contact details for these organisations. You will also find further information:

Lesbian and Gay Federation in Germany (LSVD) Queer Refugees Germany" project w ww.quee r-refugees.de @q ueer-re fugees@lsvd.de

# **Offices and authorities**

Job centre / KCA

Job centre / KCA





If you need help with living expenses or looking for a qualification or a job, please contact the Job Centre / KCA<u>(Kommunales Center für Arbeit</u>).

 $\Im$  The employees of the job centre are not allowed to pass on any information about clients. Do you have a volunteer companion? Then you must give them a power of attorney. This must be completed in full and signed by both parties.

#### **\*For refugees:**

Is your asylum application still pending? Or your application has been rejected? Then the Foreigners' Registration Office is generally responsible for you. If you have any questions about employment promotion, please contact the <u>Employment Agency</u>.

Or have you received a positive decision from the BAMF? This means that the asylum procedure has been successfully completed. You are recognised as entitled to asylum. Or you have been granted refugee protection.

These are your next steps:

With your newly obtained residence permit, you can submit an application to the Job Centre / KCA.

#### 1. contact the job centre / KCA

Firstly, you must submit an application for assistance with living expenses to the KCA. You can find the application form <u>here</u>.

You will be registered there as a client and your background will be recorded.

The KCA will request the necessary documents and nominate a personal contact person for you. If necessary, you will be given a counselling appointment in the benefits department.

Once you have received a positive benefit decision, you will be given an appointment for further integration planning, training and job search.

#### 2 Access and appointments

You can request appointments at the KCA. Depending on your request, you will be given an appointment with the benefits department, case management or the job centre.

 $\mathbf{Q}$  Please note: comprehensive processing is only possible with a pre-arranged appointment.

#### 3. integration into work

Have you already attended an integration course? Bring your certificate with you. If not, bring your commitment to the course.

Do you have documents relating to school attendance or training? Do you have job references? Have your foreign qualifications been recognised? Please bring these with you.

Tell us about any special skills you have (crafts, language skills, etc.).

Before the appointment, think about which area of work interests you.

Please prepare your CV and application documents.

#### **Municipal Centre for Employment Hanau**





Eugen-Kaiser-Straße 7, 63450 Hanau

<u>0618129244445</u>
<u>0618129240002</u> (education and participation)

Personal contact person

Summer information KCA

jobNEWS: <u>www.jobnews-mkk.de</u>

## **Employment Agency**

The Federal Employment Agency is responsible for everything to do with **employment**. If you are looking for a job, need help choosing a career in Germany, need your qualifications recognised or similar, the Employment Agency is the right place for you.

If your asylum procedure is still ongoing (Aufenthaltsgestattung) or if you have a Duldung (asylum procedure legally rejected), the Employment Agency is your point of contact for questions about the transition from school to work (careers advice), job placement and advice on further vocational training and for employer advice (employer service).

# Hanau Employment Agency

For post (postal address) Agentur für Arbeit Hanau, 63442 Hanau

 ${igodoldsymbol P}$ Please use only the postal address for your letters to the Employment Agency

### Für Termine (Besucheradresse)

Am Hauptbahnhof 1, 63450 Hanau
 08004555500
 06181672106
 Hanau@arbeitsagentur.de
 weitere Informationen

Office hours:
 Monday: 8:00 a.m. to 4:00 p.m.
 Tuesday: 8:00 a.m. to 1:00 p.m.
 Thursday: 8:00 a.m. to 1:00 p.m.
 Friday: 8:00 a.m. to 12:00 p.m.

### Service office / registry office

# The most important tasks of the service office and registry office





# **Documents and certificates**

Notarise a document.

Issue a registration certificate.

## Marriage and partnership

Register a marriage.

Apply for a marriage certificate.

## Naturalisation and information

Provide information from the registration programme.

# Fishing and certificate of good conduct

Issue a fishing licence.

Apply for a certificate of good conduct.

## Lost property

Manage found items.

### **Birth and business**

Register a birth.

Registering, cancelling or re-registering a business.

# **Church and naming rights**

Joining or leaving the church.

Clarifying name rights.

### Identity cards and passports

Issue or apply for identity cards for children or adults.

Applying for a passport.

### **Death and home**

Report a death.

Notarise death abroad.

Issue a death certificate.





Register or deregister your home.

#### Further information can be found here:

https://www.erlensee.de/rathaus-politik/stadtverw...

#### Service office of the town of Erlensee

Am Rathaus 20, 63526 Erlensee

**6**06183/9151630 Herr Fabian Bergmann

**6183 / 9151 - 633** Frau Christina Vollmer

606183/9151632 Frau Sabine Zell

606183/9151631 Frau Janine Pollino

@servicebuero@erlensee.de

Availability:

Monday: 08:30 - 12:00 and 14:00 - 18:00

Tuesday: 08:30 - 12:00

Wednesday: by appointment only

Thursday: 08:30 - 12:00 and 13:00 - 16:00

Friday: 08:30 - 12:00

#### **Registry office of the town of Erlensee**

**Q**<u>Am Rathaus 20 (ehem. Hallenbad)</u>

606183/9151620 Frau Heike Rössing

606183/9151621 Herr Dieter Bröning

@standesamt@erlensee.de

Availability:

Monday: 08:30 - 12:00 and 14:00 - 18:00

Tuesday: 08:30 - 12:00

Wednesday: by appointment only

Thursday: 08:30 - 12:00 and 13:00 - 16:00

Friday: 08:30 - 12:00

## **Immigration office**





## Immigration office Main-Kinzig-Kreis

You need a residence permit to be able to live in Germany as a non-EU citizen.

This can be a residence permit, a settlement permit or a permanent residence permit. To apply for a residence permit, you must go to the Foreigners' Registration Office.

You can still do this at the Foreigners' Registration Office:

- Issue and extend a residence permit
- Receive and extend a tolerated stay permit
- Apply for an employment permit
- Apply for and extend a residence permit
- Apply for a settlement permit
- Changing or cancelling residence requirements
- · Assistance in the event of passport loss or theft

Postal address:

Main-Kinzig-Kreis - Migration und Aufenthalt Postfach 1465 63569 Gelnhausen

 $\mathbb{Q}$  Please use this address only for your letters.

Visitor address:

## Main-Kinzig-Kreis, Office for Security, Order, Migration and Integration Migration and Residence

#### Barbarossastraße 16-18, 63571 Gelnhausen

**€**<u>06051/850</u> **@**a <u>uslaend</u> erbehoerde@mkk.de

#### **Opening hours:**

Monday: 08:00 to 12:00, 13:00 to 15:00 Tuesday: 08:00 to 12:00, 13:00 to 15:00 Wednesday: 08:00 to 12:00, 13:00 to 15:00 Thursday: 10:00 a.m. to 5:30 p.m., closing time 5:00 p.m. Friday: closed for customer traffic

Appointments by prior <u>arrangement</u> only.

#### Help for migrants





#### Help for refugees

Arriving in a new country can be associated with many challenges.

In the Main-Kinzig district, there are various benefits for people in need.

The benefits are regulated in the law on benefits for asylum seekers:

- Assistance with living expenses
- Assumption of costs for clothing and food
- the costs of accommodation are covered. This may include the cost of heating.
- The costs are covered if you are ill.
- the costs of medication are covered
- the costs of pregnancy and childbirth are covered
- · Granting of one-off benefits and loans
- Funds for education and participation
- Matters relating to work
- Help and support with voluntary departures

Help is available from the specialised office in Gelnhausen.

#### Main-Kinzig-Kreis

#### Amt für Soziale Förderung und Teilhabe

#### Parbarossastraße 24, 63571 Gelnhausen

#### **Benefits processing**

<u>●06051/8518268</u>
 <u>@hfm@mkk.de</u>
 <u>@weitere Informationen</u>

#### **Processing sickness benefits**

<u>06051/8518285</u>
 <u>06051/8518271</u>
 @<u>hfm@mkk.de</u>
 <u>@weitere Informationen</u>

#### Social welfare office - social promotion and participation

The **social welfare office** is responsible for providing social assistance. This includes the following benefits:

- Basic security in old age and in the event of reduced earning capacity
- Care assistance
- Assistance with living expenses
- Integration assistance for disabled people
- Assistance to overcome particular social difficulties





- Assistance with health
- Assistance in other life situations

The Social Welfare Office will advise and support you in all matters relating to these topics.

The social welfare office will ask you about your financial circumstances. You will therefore have to show whether you have any valuables such as jewellery or money. You will sign some documents and declarations. Please bring all your papers with you. All persons who are registered on your residence permit must accompany you to the appointment.

You will also receive the cheque for your living expenses here. You can exchange the cheque for cash (euros) at the bank. Please note that this money must last until your next appointment with the social welfare office (approx. 1 month). You will not receive any money until your next appointment with the Social Welfare Office.

The Social Welfare Office is your contact for the following issues:

- Vouchers for initial baby equipment and for your child's school supplies
- Money for train tickets to interview appointments
- Sickness certificates, authorisation for operations and other medical measures
- Education and participation package (BUT)
- Activity programme and employment programme
- · Applications for redistribution, exemption from compulsory housing

#### Main-Kinzig-Kreis, Amt für Soziale Förderung und Teilhabe

Barbarossastraße 24, 63571 Gelnhausen
 06051850
 gsozialhilfe-grundsicherung@mkk.de

Consultation hours:
 Monday, Tuesday, Thursday and Friday: 8:00 a.m. to 12:00 p.m.
 Monday and Tuesday: 13:00 to 15:00
 Friday: 13:00 to 17:30
 Only by prior appointment

#### Youth welfare office

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then bring it up in accordance with children's rights. This is important for the well-being of your child. You can find out more in the chapter on <u>children's rights</u>.

The Youth Welfare Office supports parents in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge. Are you a child or young person? Do you have problems? Then you can contact the Youth Welfare Office.

Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Advise and support parents in their upbringing
- Protecting children and young people





- Creating positive conditions for young people and families
- Avoiding and breaking down barriers

Have you had a child? Then the youth welfare office contacts you after a few weeks. You would like a home visit. You can get to know the Youth Welfare Office. You will then receive a whole folder with information and offers. These are important for your child and your family.

Unaccompanied minor refugees are also subject to youth welfare law. This means: The case goes to the Youth Welfare Office.

Postal address Main-Kinzig-Kreis - Jugendamt Postfach 1465 63569 Gelnhausen

 $\mathbb{Q}$  Please only use this address for your letters.

Visitor address

# Main-Kinzig District - Youth Welfare Office

Barbarossastr. 24, 63571 Gelnhausen

<u>○6051850</u>
 @jugendamt@MKK.de
 ♥Further information

#### **Social affairs**

## Social welfare office / Application SGB II / XII

The Social Welfare Office accepts applications in accordance with Social Code II and XII (unemployment benefit II and basic income support in the event of reduced earning capacity and in old age) and forwards them.

Fachbereich Familie und Soziales - Sozialamt Andrea Zeidler

Zum Fliegerhorst 1229, 63526 Erlensee

<u>06183 / 9151 - 507</u>

@azeidler@erlensee.de





## Housing benefit

Housing benefit is a state subsidy towards the cost of housing for low-income citizens. It depends on the number of household members, the total income and the amount of rent. You can obtain an application from the housing benefit authority or from your city / municipality.

### Fachbereich Familie und Soziales - Sozialamt Andrea Zeidler

QZum Fliegerhorst 1229, 63526 Erlensee

<u>06183 / 9151 - 507</u>

@azeidler@erlensee.de

 $\ensuremath{\mathbb{Q}}$  The housing benefit authority in Gelnhausen is responsible for this.

Main-Kinzig-Kreis Bauordnungsamt

Parbarossastraße 20, 63571 Gelnhausen

Frau Ochs

<u>606051 / 85 - 13981</u>

#### @Wohngeld@mkk.de

 $\Im$  If you receive benefits from the Job Centre or the Main-Kinzig district, you cannot usually apply for housing benefit. Please seek advice. People who receive asylum seeker benefits do not receive housing benefit.

## Housing entitlement certificates

If you have a low income, you can apply for a certificate of eligibility for social housing under certain conditions.

Please note that you are not entitled to social housing even if you have a certificate of eligibility.

#### Department of Building Construction and Real Estate - Housing Authority Astrid Mahr

**Q**Zum Fliegerhorst 1229, 63526 Erlensee

<u>06183 / 9151 - 305</u>

@amahr@erlensee.de

Homelessness authority





The homelessness authority is the point of contact for counselling in the event of imminent loss of housing or homelessness. The aim is to prevent or minimise homelessness.

 $\mathcal{P}$  The Main-Kinzig district is responsible for homeless people.

#### Help for the homeless - Franziskus-Haus

QMatthias-Dassbach-Straße 2, 63450 Hanau

<u>061813 / 609 - 0</u>

@franziskus-haus@caritas-mkk.de

The payment of daily rates for people without a fixed abode is possible at the town hall in Erlensee.

#### Department of Family and Social Affairs - Payment of daily rates at Andrea Zeidler

**Q**<u>Zum Fliegerhorst 1229,</u> 63526 Erlensee

<u>06183 / 9151 - 507</u>

@azeidler@erlensee.de

#### **Office hours:**

Monday, 8.30 a.m. to 12.00 p.m. and 2.00 p.m. to 5.00 p.m. Tuesday, 8.30 a.m. to 12.00 p.m. Thursday, 8.30 a.m. to 12.00 p.m. Friday, 8.30 a.m. to 12.00 p.m. Otherwise by prior appointment.

#### Police

## **Responsibilities of the police**

The police in Germany are the point of contact for all people who need help. Anyone, regardless of gender or origin, can contact the police. There are no costs involved. All people who contact the police are treated equally.

The police are there to protect us from danger. They also solve crimes. There is no secret service in Germany. There are only intelligence services here, which are subject to state control. Their tasks are to collect and procure information. There is also a separation requirement between the police and the intelligence services. Politics must also be clearly demarcated, as there is a separation of powers in Germany between the executive (the police) and the legislature (the legislative power, in the broader sense of politics). Is there an emergency? Then you can contact the police at any time by dialling 110. Read <u>here</u> what you need to bear in mind when making an emergency call.





What the police may and may not do is laid down in law. For example, they generally need a judge's authorisation to search a home. However, if there is imminent danger and human lives are in danger, for example, the police do not need a judge's authorisation to search a home. You can read more about your rights vis-à-vis the police here.

#### When should I call the police?

Have you been attacked? Beaten? Sexually harassed? Robbed? Stolen from? Cheated? In Germany, everyone has the right to physical integrity and the protection of property. Threats and violent attacks against other people are prohibited and will be prosecuted. Theft, blackmail and fraud, for example, are also prohibited.

If you call the emergency number 110, the police will be with you as quickly as possible.

Important: If you have been the victim of right-wing, racist, anti-Semitic, Islamophobic, homophobic or transphobic violence, you can contact the police at any time.

You can also call the police in the event of a so-called administrative offence. For example, if someone is not respecting quiet hours and is listening to loud music at night.

If you have been a victim or witness of war crimes in your home country, you can contact any police station in your area.

If you notice political or religious radicalisation of young adults in your environment, you can also report this to the police. You can also contact the BAMF's Radicalisation Advice Centre at <u>09119434343</u> in several languages.

You can contact the police migration officer for all matters relating to the police. He supports and advises migrants in all matters with the police.

South East Hesse Police Headquarters Migration Officer

#### Spessartring 61, 63071 Offenbach

**L**<u>06980982615</u> **L**<u>06980982617</u>

@migrationsbeauftragte.ppsoh@polizei.hessen.de

Section 2017 Further information

## Counselling and help

#### What is an advice centre?

You can go to a counselling centre if you have questions or problems. There you will receive professional support and advice from trained staff.





Counselling is free of charge. The staff are bound to confidentiality. This means that they are not allowed to pass on any information if you do not want them to. Counselling is often also available anonymously. This means that you do not need to give your name.

You can ask if the counsellors speak a language other than German and English. You can also bring someone with you who can translate. In some cases, the state will also pay for an interpreter. Ask at the counselling centre.

Some advice centres require you to make an appointment for a consultation. You can do this in advance by telephone.

If you cannot immediately find the right advice centre, ask! The counselling centres usually know each other and can direct you to the right address.

## Migration advice centres for adult immigrants (aged 27 and over)

Have you or your family come to Germany? Are you older than 27? Then you can seek advice from organisations. To do so, you must be authorised to live in Germany. You need a residence permit. Counselling is free of charge. Help, support, information and clarification are available on the following topics:

- Authorities the counsellors will explain notifications or the application process to you
- Topics that affect people from abroad, such as right of residence or work permits
- Financial support
- Help with applications
- Integration courses/language courses (German)
- Recognition of foreign qualifications (counselling and initial information)
- Education and social security systems (information and education)
- Living and working in Germany
- Children and spouse reunification, family reunification

 $\$  Are you between 12 and 27 years old? Then there is a separate counselling service for you: <u>Youth Migration Services</u>.

#### Migration counselling for adult immigrants at the Diakonisches Werk

Marie-Curie-Straße 1, 63457 Hanau-Wolfgang
 061819234035
 kontakt.dwh@ekkw.de

Consultation hours: Wednesday from 9:00 a.m. to 12:00 p.m. and by appointment

Migration**counselling for adult immigrants at the Caritas Association** Dechant-Diel-Haus <a>Im Bangert 4, 63450 Hanau</a> <a>06181923350</a> <a>gekretariat@caritas-mkk.de</a>





Consultation hours: Monday and Wednesday from 9:00 a.m. to 11:00 a.m. and by appointment

## Youth migration services

There is a youth migration service for young immigrants. The people are aged between 12 and 27.

This service helps young people to quickly settle into life in Germany:

- Questions about general orientation
- school
- vocational training
- career
- Personal questions
- Financial and legal matters

## Migration counselling for young people with a migration background at the Caritas Association

Dechant-Diel-Haus Dechant D

#### Hanau Youth Migration Service

Internationaler Bund Marktstraße 3, 63450 Hanau 06181/9230821 Mind-hanau@ib.de weitere Informationen

Availability: daily from 8:00 am to 6:00 pm and by appointment

## Where can I get help?

## **Help for refugees**

Have you fled your home country? Have you just arrived in Erlensee and have lots of questions? Or do you need support?

You can get help at Erlensee town hall. But there are also other centres in the district that can help you.

Do you have questions about Ukraine? Get in touch using the following contact details:

**6**06051/8518000 **0**<u>ukraine@mkk.de</u>





You can find more information on the following website: www.mkk.de/aktuelles/ukrainehilfe/ukrainehilfe.ht...

Are you a migrant? Then you can get help here:

Main-Kinzig-Kreis, Hilfen für Migranten ♀ Barbarossastraße 24, 63571 Gelnhausen ↓06051/8516202 @HFM@mkk.de

The website for this is: www.mkk.de

Caritas can also help you. Caritas is a Catholic organisation. It supports people who need help. It also looks after disadvantaged people.

**Caritas-Verband für den Main-Kinzig-Kreis e.V. Q**<u>Im Bangert 4, 63450 Hanau</u>

Peter Galetzka <u>06181/9233524</u> @peter.galetzka@caritas-mkk.de

Sabine Bleitgen <u>06181/9233514</u> @sabine.bleitgen@caritas-mkk.de

Here is the page on the web: <u>www.caritas-mkk.de</u>

Are you a refugee? Then the Diakonische Flüchtlingshilfe im Main-Kinzig-Kreis e.V. can also help you.

▲06181/184369
@df.hanau@gmx.de

Here is the page on the web: <u>https://diakonische-fluechtlingshilfe-mkk.de/</u>

Online counselling







## mbeon - Multilingual counselling in the chat

There are many local counselling centres in Germany. If the counselling centre is closed or far away from where you live, digital chat counselling can help.

Finding information online and getting advice via chat is very easy with mbeon.

mbeon enables counselling via chat. All counsellors are qualified specialists from the Migration Counselling Service for Adult Immigrants (MBE). They are guaranteed to respond within 48 hours and help with all questions and problems that life in a new environment entails. The counselling is

- anonymous
- data secure
- free of charge.

The app also contains extensive information on topics such as

- Work and career
- health
- Learning German
- living
- family
- Residence.

In addition, mbeon puts you in touch with migration advice centres and other important contact points.

The app is available in the languages

- German
- English and
- Russian
- Arabic





is available. You can receive advice in more than 19 different languages.

The app has many advantages:

- The app is flexible.
- It can be used anywhere and at any time.
- Counselling is provided in your native language.
- The app is data secure.
- Documents can be sent quickly and securely.
- The app and counselling are free of charge.
- Counselling is anonymous.

The free app can be downloaded from the Google Play Store and the AppStore.

#### Sombeon in the Google Play Store

mbeon in the AppStore

Further information is available on the multilingual website and the Facebook page.

#### **Department of Family and Social Affairs - Assistance for refugees**

To enable refugees to participate in social life and to support them on their arrival and further steps in Germany, Erlensee has a team from the Department of Family and Social Affairs - Assistance for Refugees.

The work in the town hall includes tasks such as

- Assistance with contacts with authorities (local employment centre, Federal Office for Migration and Refugees, family benefits office)
- Assistance with applying for social benefits
- Searching for accommodation for refugees
- Support for the Römerhof shared accommodation centre
- Organisation of donation bazaars
- Organisation of meeting café
- Supporting the volunteers in their work
- and much more

#### **City of Erlensee - Department of Family and Social Affairs - Help for refugees Q**<u>Zum Fliegerhorst 1229, 63526 Erlensee</u>

#### **Contact person**

Ahmad Abdu <u>06183 / 9151 - 511</u> <u>@aabdu@erlensee.de</u>

Palwasha Ahmadi 06183 / 9151 - 510 @pahmadi@erlensee.de





Yulduz Linin <u>06183 / 9151 - 502</u> @ylinin@erlensee.de

Office hours:
Monday: 8:30 am to 12:00 pm and 2:00 pm to 5:00 pm
Tuesday: 8:30 am to 12:00 pm
Thursday: 8:30 am to 12:00 pm
Friday: 8:30 am to 12:00 pm
and by prior arrangement

## Counselling for senior citizens

The municipal senior citizens' office primarily provides senior citizens with advice and information on all relevant issues relating to old age. These are many and varied:

- How do I deal with dementia?
- Who can give me independent and professional advice on care insurance benefits?
- Who can drive me to the doctor at short notice?
- How can I find a place in a care home for a relative?
- What providers of meals on wheels are there?
- What housing options are there for senior citizens?
- and much more

#### **City of Erlensee - Office for senior citizens**

QZum Fliegerhorst 1229, 63526 Erlensee

Reiner Mayer <u>061839151500</u> @rmayer@erlensee.de

Kathrin Smola-Peter <u>061839151508</u> @ksmola-peter@erlensee.de

The town of Erlensee offers a magazine for senior citizens. It is called Aktiv im Alter and is published three times a year. You can pick it up for free at the town hall reception desk or at the senior citizens' office. It contains current events and interesting reports from the Seniors' Advisory Council.

You can find lots of interesting information, for example on outpatient care services, in the Main-Kinzig district's guide to <u>living in old age</u>.

Consultation hours:
Monday: 8.30 a.m. to 12.00 p.m. and 2.00 p.m. to 6.00 p.m.
Tuesday: 8.30 a.m. to 12.00 p.m.
Thursday: 8.30 a.m. to 12.00 p.m.
Friday: 8:30 am to 12:00 pm
And by prior arrangement

#### **Consumer advice centre**





The consumer advice centre is an association. The association is independent. It does not make a profit. The employees inform and advise people and help them with problems with companies. The counselling is confidential.

The consumer advice centre helps, for example, with questions about

- Money and insurance
- Mobile phone contracts, internet contracts
- Tenancy law advice
- Environmental protection and health protection
- Electricity and gas contracts
- Saving energy
- Contracts and complaints

Counselling is subject to a fee! You can find out how much counselling costs in Hesse here.

Information from the consumer advice centre on various topics for migrants is available in several languages <u>here</u>.

#### Hesse Consumer Advice Centre - Advice Centre Frankfurt

## 9

<u>Große Friedberger Straße 13 - 17, 60313 Frankfurt</u> <u>@vhz@verbraucherzentrale-hessen.de</u>

## **6**<u>069/972010900</u>

ww.verb raucherzentrale-hessen.de/beratung-he

Consultation hours:
 Monday to Thursday: 10:00 a.m. to 6:00 p.m.
 Friday: 10:00 a.m. to 2:00 p.m.

**W**The consumer advice centre does not provide advice on asylum and labour law.

#### Help for girls and women

Domestic violence is violence between adults who live together or have lived together. It can occur in partnerships or between relatives and can happen once or on an ongoing basis. It mostly affects women, with around one in four women in Germany having experienced violence from their (ex-)partner at some point in their lives. This is independent of origin, profession and age. Domestic violence and what can be done about it is explained by the <u>Marburg Women's</u> <u>Refuge</u> in Arabic, Dari/Farsi, Turkish, Somali, English, Kurdish and French.





Sexualised violence as a form of domestic violence is when a person is forced to have sex or is sexually harassed.

#### In an emergency, always dial 110

## Women's refuge

A women's refuge offers women and their children protection and refuge in the event of violence by their partner or other family members. You can call at any time, even at night! A member of staff will arrange a meeting point with you. For your protection, the address of the women's refuge will not be disclosed.

#### Counselling centre for domestic violence Hanau

#### and women's refuge Hanau

Women help women e.V. <u>0618112575</u> @frauenhaus-hanau@t-online.de <u>\$frauenhaus-hanau.de</u>

Consultation hours: Monday to Friday: 9.30 a.m. to 12.00 p.m.

#### Lawine e.V. - Counselling, therapy, prevention of sexual violence

Chemnitzer Straße 20, 63452 Hanau
 06181256602
 mail@lawine-ev.de
 lawine-ev.de

Telephone consultation hours:
 Monday: 14:00 to 16:00
 Tuesday and Thursday: 10:00 am to 12:00 pm

 $\operatorname{\mathsf{O}}$  Counselling is also available via video chat

## Helpline

The violence against women helpline advises women affected throughout Germany. It provides information and, if necessary, refers women to suitable local support organisations. The counsellors on the helpline provide advice on all forms of violence against women. Online counselling is also possible via the website. The counselling sessions are confidential and can be conducted anonymously. No personal data is requested or stored either on the phone or on the website. Counselling is available in many languages with the help of interpreters. Hearing-impaired or hard of hearing people can use an interpreting service free of charge via the website. The conversation with the help hotline staff is translated into German sign language or written language.

Relatives, friends and professionals can also receive counselling anonymously and free of charge.





## 6

## 0800116016

## www.hilfetelefon.de

Counselling in 18 languages around the clock.

## Addiction counselling

An addiction is an illness. People are addicted to drugs, alcohol or medication. Gambling, the internet or computer games can also be addictive. There are often problems in the family, with money, at work or with the police. It is difficult to distinguish between what is still normal and when someone is addicted.

If you or a family member, friend or acquaintance is addicted or you have questions on the subject, you can go to addiction counselling. You can get help there, even when it comes to illegal drugs. Counselling is confidential and the police will not be informed. Counselling is free of charge and anonymous if you wish.

Information on alcohol and other drugs: <u>English</u>, <u>Arabic</u>, <u>Farsi</u>, <u>French</u>, <u>Pashto</u>, <u>Bulgarian</u>, <u>Polish</u>, <u>Romanian</u>, <u>Russian</u>

#### **Debt counselling**

Do you have money problems? Your account is overdrawn and the bank is no longer paying out any money? Debt collection agencies are demanding money and high fees from you? You can no longer pay the rent, electricity or your instalments? The bailiff is at the door? Debt counselling provides advice and information on these and many other questions. There are many reasons: Unemployment, illness, separation. Get help, just because you don't open the bills doesn't mean they will go away. Counselling is free and confidential.

#### Deaconry debt counselling

Debt counselling service Marie-Curie-Straße 1, 63457 Hanau
06181923400
@kontakt.dwh@ekkw.de
https://diakonie-hanau.de/beratung/schuldnerberat...

#### Educational counselling and family counselling

If you have problems with your child, you can get help. You can also get help if there are problems in the family. Help can be a telephone number, for example. Help can also be a one-off personal conversation. Help can also be a referral to specialists or support over a longer period of time.

These centres can also help with questions about family life. The help centres are there for parents and children. But this help can also be important for siblings and grandparents.





#### Family counselling and educational counselling centres

The family counselling centres and educational counselling centres provide advice:

- Parents on issues relating to the development and upbringing of their children
- Parents in partnership issues and in the event of separation and divorce
- Families with family conflicts
- Adolescents and young adults with self-esteem problems, anxieties and family conflicts
- · Adolescents and young adults with problems at school, in training and with peers
- Women, men, adolescents and children in the event of bad experiences such as physical abuse, psychological violence, sexual abuse or neglect
- in financial emergencies and arranging financial assistance
- generally inclusive and work closely with facilities for people with disabilities
- some provide counselling and support for young people, young adults and their parents in criminal proceedings

#### ask family counselling

Am Pedro-Jung-Park 11, 63450 Hanau
 06181/27066620
 Oninfo@ask-familienberatung.de
 weitere Informationen

Consultation hours: Monday to Thursday: 9:00 am to 4:00 pm Friday: 9:00 am to 1:00 pm

#### Free legal advice on migration law and social law

#### **Goethe University Law Clinic**

This is an institution of the Goethe University in Frankfurt. Counselling is free of charge. The counsellors are specially trained.

Further information can be found <u>here</u>.

<sup>©</sup>When? Fridays 10:00 to 12:00

♥ <u>Theodor-W.-Adorno-Platz 4, 60629 Frankfurt am Main</u>
 @glc@uni-frankfurt.de

 $\mathbb{Q}$  It is not necessary to register for a consultation.

 $\mathbb{Q}$  Please inform the counselling centre one week in advance if you need a translator.

## Frankfurt Legal Aid Committee for Foreigners e.V.

The Frankfurter Rechtshilfekomitee für Ausländer e.V. advises people from other countries who have got into difficulties in the following areas of law:

- Migration law
- asylum law





social law

You can find more information about the Frankfurter Rechtshilfekomitee für Ausländer e.V. here.

Tuesdays 18:00 to 20:00

Christuskirche Beethovenplatz, 60325 Frankfurt
 <u>069/47862120</u>
 <u>www.rechtshilfekomitee.de</u>

Counselling and support for pregnant women and families with young children





## Here you can get help

- with questions about pregnancy, birth and parenthood
- for problems and worries
- with everyday questions
- when applying for parental and child benefit
- with financial problems by arranging grants and financial aid

#### SkF e.V. Hanau in Lioba Haus

Friedrichstraße 12, 63450 Hanau
 06181364500
 info@skf-hanau.de
 Weitere Infos auf www.skf-hanau.de

#### Discrimination, hate speech and extremism

If you have experienced discrimination, there are a number of organisations that you can turn to.

You can receive counselling or information on where you can get support.

#### HateAid - for digital diversity of opinion Are you affected by hate online? Do you need support in dealing with digital violence?

**4**+49 (0) 3025208838

@beratung@hateaid.org

Website of HateAid.org

©Consultation hours can be arranged via the appointment booking programme.





#### Reporting platform "Hesse against hate speech"

The "Hessen gegen Hetze" reporting platform is operated by the Hessen CyberCompetenceCentre (Hessen3C) of the Hessian Ministry of the Interior and Sport. The aim is to offer citizens the opportunity to report potential hate speech simply and quickly using an online form, email or telephone.

0611/3539977
 @mail@hessengegenhetze.de
 Hesse against hate speech website

To the reporting form

#### **German Red Cross Addiction Service**

## **GRC Tracing Service**

## GRC Tracing Service - Support in the search for relatives

The Tracing Service is a service provided by the German Red Cross. It helps people to find their relatives if they have been separated from them. This may have happened as a result of armed conflict, flight, migration or disaster. Our aim is to find their relatives and re-establish contact. The families should be reunited.

The support is free of charge. Help and information is available on the following topics:

Search: We will help you if you are looking for someone you have lost while fleeing or in an armed conflict.

Clarification of cases from the Second World War to the present day. This also includes ethnic German repatriates.

Connection: We arrange messages and video calls between prisoners in war and conflict zones and their relatives.

Reunification: We advise you on family reunification during the asylum procedure and if you are a recognised beneficiary of protection in Germany.

Further information can be found on the <u>website</u> of the German Red Cross.

## **DRK Suchdienst**

Sophie-Scholl-Platz 2, 63452 Hanau

@annika.fuchs@drk-hanau.de

<u>+49 (0) 15121656548</u>

https://www.drk-hanau.de/start/angebote/fluechtli...

#### Language





#### **General information**

If you want to live in Germany, you should learn the German language. This is important if you are looking for work, need to fill out applications, support your children at daycare or school (especially mothers with small children) or simply want to get to know new people. You should also know something about the history, the culture, the legal system and how people live together.

There are various ways to learn German. In a German course or on the Internet. Access to German courses depends on your residence status, but also on your financial means.

If you need help finding a suitable course, please contact the <u>Department of Family and Social</u> <u>Affairs - Assistance for Refugees</u> of the City of Erlensee.

Children and young people learn German at daycare centres, schools or vocational schools.

You can find offers for language courses here.

You can find out under what circumstances you will be reimbursed for the costs, lots more information and forms to download at

#### www.bamf.de

#### Language level and certificates

## Language levels

You have the opportunity to attend a German course. There are six language levels: A1, A2, B1, B2, C1 and C2. You start with a course at level A1. You have the language level C2 in your mother tongue. The six levels mean in detail:

#### Level A1: Beginner

You can understand and use simple words and sentences. You can introduce yourself and others. You can ask questions about yourself. You can answer questions. You can converse with a person who speaks slowly and clearly.

<u>Level A2: Basic knowledge</u> You can understand sentences and frequently used words. You can communicate in simple, everyday situations.

You can describe your background, education and environment.

#### Level B1: Advanced use of language

You can understand a lot. You can say something about familiar topics and personal interests. You can talk about experiences and events, dreams, hopes and goals.

You can give brief reasons or explanations for plans and opinions.

#### Level B2: Independent use of language

You can understand the most important content of complex texts on concrete and abstract topics. You can also understand specialised discussions in your field of specialisation.





You can communicate fluently and spontaneously. You can justify a point of view on a topical issue with advantages and disadvantages.

#### Level C1: Specialised language skills

You can understand a lot of demanding, longer texts. You also grasp implicit meanings. You can express yourself clearly, in a structured and detailed manner on complex issues.

#### Level C2: (Almost) native speaker level

You can understand practically everything you read or hear with ease. You can summarise information from different written and oral sources. You can give reasons and explanations in a coherent presentation. You can express yourself spontaneously, very fluently, precisely and with nuance.

## Certificates

Certificates and references are very important and often useful in Germany. In many situations, certificates prove that you have successfully passed an examination and have a certain language level. Keep your references and certificates in a safe place.

The certificate of your language level increases your chances of getting an apprenticeship or a job. You will need a certificate of your language level to take part in further language courses or vocational qualification programmes. You can only start a degree programme if you have sufficient language skills (usually level C1). Ask the college or university about this.

Language skills also affect your residence permit. If you have been obliged to attend an integration course by the Immigration Office, you must provide proof of attendance with a certificate. When applying for a permanent residence permit, you must provide proof of sufficient German language skills. This can be done with the "German Test for Immigrants" (DTZ) or a German school-leaving certificate. If you wish to become a German citizen, in addition to German you will also need knowledge of the legal and social order and living conditions in Germany. You can do this with the "Living in Germany" (LiD) test. The test can be taken after the orientation course in the integration course or externally.

#### Language courses

#### Initial orientation courses

The German courses for initial language orientation are for language beginners. Here you will learn elementary German. You will discover life in Germany. The course is designed to make your life in Germany easier. You will learn how to orientate yourself in everyday life. A course comprises 300 units of 45 minutes each. Various topics are discussed in the course. You will learn about "health/medical care", "work", "kindergarten/school", "housing", "local orientation/transport/mobility". The focus is on oral communication: participants should learn to find their way around in everyday life as quickly as possible. The course also teaches German values.

Initial orientation courses are primarily intended for asylum seekers with unclear prospects of remaining in Germany. Are there still places available? Then recognised asylum seekers with good prospects of staying may also take part. Do you still have to go to school? Then the initial orientation courses are not for you. Have you been offered a place on an integration course? Then you can switch to this course. The people on the courses have very different educational backgrounds. Illiterate people can attend the courses, as can university





graduates. Initial orientation courses are free of charge.

 $\mathcal{O}$  German is spoken on the course - interpreters are not present.

 $\mathcal{O}$  Contact a migration advice centre or your asylum social counselling service. They will help you to find a suitable course.

#### Integration courses

In this course you will learn German. You will learn more than just the basics. At the end of the course you will be able to speak German at level B1. You will also learn about the culture, politics and social customs in Germany. If you are still a minor, you can take part in a special course for young people. The integration courses are free of charge for refugees and other target groups who receive social benefits.

The integration course concludes with the examinations "Deutschtest für Zuwanderer" (DTZ) and "Leben in Deutschland" (LiD).

The job centre, the social welfare office or the immigration office can oblige you to take part in an integration course. You have not been obliged? But you would like to take part in a course? Then you can apply for an integration course at the Federal Office for Migration and Refugees (BAMF) <u>here</u>.

#### Vocational language courses (DeuFöV)

In this course you will improve your German language skills. The courses are designed to improve your vocabulary. You will learn job-related words. Are you already working? Are you still doing an apprenticeship? Do you want to start working soon? Then attend this course. Ideally, you should have already attended an integration course.

At the end of the course you will be able to speak German at level C1. Each of these courses concludes with a certificate examination. In addition to the basic courses, there are various specialised courses with different focuses.

To take part in a job-related German course, you need an authorisation or obligation. You can obtain this either from the job centre or employment agency or by applying to the BAMF.

 $\bigcirc$ The prerequisite for participation is a language level of at least B1.

#### WithLanguage German 4U

The Hessian state government offers language support for everyone. This course has a low level. This means that almost all people with language support needs can take part.

The subsidised language courses in Hesse are for

- Asylum seekers. But also for refugees. These people must be accepted by the local authorities in accordance with the State Reception Act. The programme is also open to tolerated persons.
- Migrants who are permanently and legally resident in Hesse and who are not entitled to support. This also includes, for example, people who have travelled to Germany as part of family reunification.





• People who do not have access to an integration course.

Up to 300 teaching units are offered.

The aim of the course is to reach language level A1 or A2 to B1.

The courses are offered by various municipal, church and non-profit organisations.

Basic German language skills are learnt. This is important for coping with everyday life and obtaining cultural information.

#### **Contact person:**

City of Erlensee - Department - Family and Social Affairs

@fluechtlingsbetreuung@erlensee.de

Where can I find a language course?

## BildungspartnerMain-Kinzig gGmbH (BIP)



L

0<u>6051916</u> 7918

**6057916** 7919

**6051916** 7920

www.bildungspartner-mk.de

Registration / placement counselling is by appointment only.

Course locations are Gelnhausen, Schlüchtern and Maintal.

## VHS - Hanau Adult Education Centre





#### 0<u>6181923</u> 800

@f it@vhs- hanau.de

www.vhs-hanau.de

## Internationaler Bund e.V. Hanau

Education Centre

9

Marktstr. 3, 63450 Hanau

**6181923** 080

<u>@BZ-Hanau@ib.de</u>

https://www.internationaler-bund.de/angebot/3888

#### What does a language course cost?

Information on participation and costs can be found on the **BAMF** website.

#### Interpreters and interpreters

#### Are you still learning German and need an interpreter?

You can't speak German very well yet but have an important appointment that you can't miss? This is where an interpreter can help. An interpreter will help you to communicate and thus reduce communication problems. This can be at the immigration office, social welfare office or education authority. You can also use an interpreter at school to speak to teachers or at a doctor's appointment. There are many areas in everyday life where you can use and need an interpreter.

An interpreter is also helpful for <u>visits to the doctor</u>, at parents' evenings at school or at nursery school.

Some authorities and institutions have interpreters themselves and can use them in counselling sessions. Please ask for them when you make an appointment.





In special cases, you will need certified translations. These are often translations of official documents such as certificates, marriage certificates or birth certificates. Only state-certified translators are authorised to carry out such translations in Germany. They can be very expensive. Check carefully beforehand whether you really need a certified translation.

## School, studies and training

## School

## **School in Hesse**

School attendance is compulsory in Germany. This means that all children in Germany between the ages of 6 and 15 have to go to school. The parents or guardians of the children are obliged to ensure that the children attend school regularly. School attendance at state and municipal schools is free of charge.

There are different types of schools in Germany. Which school your child goes to depends, among other things, on how old they are, but also on their school performance.

The Hessian Ministry of Education and Cultural Affairs has produced a video in different languages. This video explains the different types of school:

Explanatory video in <u>German</u> Explanatory video in <u>Turkish</u> Explanatory video in <u>Arabic</u>

#### Schools in Erlensee

## What schools are there in Erlensee?

There are three primary schools in Erlensee. There is one school with a secondary modern school. One school with a Realschule. One school with a gynmasium.

You can find the contact details for the schools here. You can find out more there.

Primary School Am Eulenhof
♥ Langendiebacher Straße 35, 63526 Erlensee
♦ 061833043
♥ https://eulenhofschule.de/

Rückingen Primary School PBrückenstraße 38, 63526 Erlensee 061831495





## http://gsrueckingen.de/

## Langendiebach Primary School

**P**<u>Friedrich-Ebert-Straße 22, 63526 Erlensee</u>

## <u>061832566</u>

https://www.grundschule-langendiebach.de/

#### Georg Büchner School, integrated comprehensive school

QLangendiebacher Straße 35, 63526 Erlensee

## <u>0618392010</u>

https://www.georg-buechner.schule/

Children can be looked after at the three primary schools. More information is available directly from the school or <u>here</u>.

#### How do I enrol my child at school?

Pupils with little or no knowledge of German are admitted to an intensive class in primary schools and comprehensive schools. At vocational schools, they can attend an InteA class.

To enrol a child with little or no knowledge of German in a school, please contact the **Admissions and Advice Centre (ABZ)** in Hanau. This is the contact point for pupils with little or no knowledge of German who move to the Main-Kinzig district from abroad.

A counselling session takes place there. The ABZ then establishes contact with the school that is accepting the child. The pupil's further schooling is then discussed.

State Education Authority for the Main-Kinzig district Admission and Counselling Centre (ABZ) <u>0618190620</u> <u>@abz.ssa.hanau@kultus.hessen.de</u>

To enrol your child, you will need the following documents

Certificate of residence





- Copy of passport or identity card
- Copies of school reports, if available
- Contact details (telephone number)

If your child already speaks German well, please enrol him/her directly at the relevant school.

#### **Preliminary course**

The school checks the child's language skills when enrolling at the school. If German language skills are insufficient, a "preliminary course" must be attended. This takes place at the school or kindergarten.

About six months before school enrolment, the school medical exam is carried out by the school doctors. Language skills are tested again here. If the language skills are not sufficient, the school doctors will recommend further language support.

At the request of the parents or the school management, school-age children can be deferred from compulsory schooling for one year. They then continue to attend kindergarten or a pre-school class. The responsible school decides on this.

#### Sick note at school

#### In the primary school:

Please call the school before 8:00 a.m. if your child is ill or cannot go to school for important reasons. Only parents and legal guardians are allowed to call in sick, not siblings. Even if you speak little German, you can say your child's name and class. If a voicemail box answers, say your child's name and class. Otherwise the school will have to look for your child, if necessary with the police. You may then have to pay a fine.

#### **Tutoring and learning assistance**

**Tutoring or learning assistance** is additional support for a school subject outside the classroom. This usually has to be paid for by the student.

Private tuition Erlensee Am Rathaus 1, 63526 Erlensee 061838169697

Private tuition Erlensee Andre Greupner QLudwigstraße 14, 63526 Erlensee 061838991293

Tintenklecks tutoring ♥<u>Vogelsbergstraße 5, 63526 Erlensee</u> <u>061838077777</u>

This is useful if promotion or graduation is at risk or if someone does not know a lot of the content in class. Talk to the teachers at school and ask whether tutoring or learning assistance would be useful. Perhaps the school itself has an offer.





There are tutoring centres or privately arranged tutoring. Pupils at grammar schools also often provide private tutoring.

It is sometimes possible to get learning support paid for through the **Education and Participation** programme. This requires confirmation from the school that this is necessary.

Some schools offer help with learning to read. In this case, someone comes to school to learn to read with individual children during lessons. They are called **reading assist**ants. Ask for them at school.

Some schools also have **learning mentors**. They meet with primary school children in the afternoons and help them with their learning and homework. Ask about this at school.

## Catch up on a school-leaving qualification

Higher school-leaving qualifications can also be caught up on. After the intermediate school leaving certificate, you can also catch up on the Abitur at a grammar school. You can do this at a vocational school. You can also catch up at an evening grammar school.

Even if you don't yet have a school-leaving certificate, you can still catch up. Or you have a foreign school-leaving qualification that is not recognised in Germany. In this case, you can also catch up on your school-leaving qualifications via the second educational pathway.

If you would like to know more about these options, you can seek advice from the careers advice centre at the Federal Employment Agency. You can request an appointment by telephone or via the <u>contact form</u>:

#### Careers advice centre of the Employment Agency

#### **6**0800/4555500 (free of charge)

You can find more information<u>here</u> (in German).

#### Education

#### Vocational school

Are you over 15 years old? Are you no longer attending a general school? Then you have many options at a vocational school. You can prepare for a career. You can obtain a general school-leaving certificate.

People in Germany must attend school until the age of 18 (compulsory schooling)!

#### The following school types are available at vocational schools:

#### Berufseinstiegsjahr (BEJ) and Berufsvorbereitungsjahr (BVJ):

Vocational schools have programmes for pupils with or without a secondary school leaving certificate. You have not yet received a contract for an apprenticeship? You don't yet have a





concrete idea of where you want to work? Here you can gain an insight into various occupational fields. You can build on your secondary school leaving certificate. Or you can obtain your secondary school leaving certificate.

#### Vocational school:

This is where training takes place in a dual system. You learn part of your training at school. The other part you learn in a company.

#### Vocational school:

You can prepare for the profession at vocational schools. The courses last 1 to 3 years. You receive basic vocational training. Or vocational preparation. Or even a vocational qualification. Do you already have a school-leaving qualification? Then you can obtain your next qualification here. Vocational schools are generally divided into the following occupational fields:

- commercial field
- Home economics, social pedagogy or care sector
- industrial-technical field

#### **Technical college:**

You can continue your vocational training at a technical college. The courses usually last one to two years. Do you already have a vocational qualification? Have you already worked? These courses expand your knowledge. They are designed to consolidate what you have learnt. After the courses, you can work in middle management. Or you can become self-employed. The specialised schools are also divided into the following subject areas:

- Technology
- economics
- Social work
- Agriculture
- Design

#### Vocational colleges:

You need an intermediate level of education for the vocational college. You can improve your vocational qualifications here. You can also obtain the entrance qualification for universities of applied sciences. This means that you can then go on to university. Vocational colleges are available in the following areas:

- Technology
- Business and administration
- Social pedagogy
- Health and care
- Home economics





#### Vocational secondary school:

Have you already completed an apprenticeship? Do you have a secondary school leaving certificate? Then you can go to the Berufsoberschule. You go there for two years. This school prepares you for the general higher education entrance qualification. To do this, you must learn a second foreign language. Without a foreign language, you will receive a subject-specific higher education entrance qualification. This means that you are only allowed to study certain subjects. The vocational upper secondary school is available in the following specialisations:

- Technical secondary school
- Secondary business school
- Secondary school for social work

#### Vocational grammar school:

Would you like to study at a university? Then you need the Abitur. You can catch up on your Abitur at a vocational grammar school. To do this, you need an intermediate qualification in your education. Your average grades must be 3.0 or better. You can then attend a vocational grammar school for three years. After the three years, you will complete your Abitur. It is also divided into corresponding specialisations:

- Technical specialisation
- Economics specialisation
- Social and health care
- Agricultural science specialisation
- Biotechnology specialisation
- Nutritional sciences

#### What is dual training?

Would you like to go to work? Then it is very advantageous for you if you have a **professional qualification**. People with a vocational qualification earn more money on average over the course of their lives. They are less likely to be unemployed. They are less likely to have fixed-term employment contracts.

#### **Dual training**

Dual vocational training is a speciality in Germany. You work in a company. At the same time, you go to school. This way you learn theory and practice. You spend two thirds of your time working. You spend one third of your time at school. An apprenticeship lasts 3 years. Depending on the profession, it may take a little longer. If you have an Abitur, you can complete the apprenticeship more quickly.

Depending on the type of occupation you would like to learn in a dual training programme, contact the appropriate office:

#### Chamber of Crafts (HWK)

The Chamber of Crafts (HWK) is responsible for skilled trades. This covers professions such as baker, bricklayer or painter.





#### Gelnhausen-Schlüchtern District Crafts Association

#### Chamber of Industry and Commerce (IHK)

The Chamber of Industry and Commerce (IHK) is responsible for professions in industrial production, trade and services. This includes, for example, plant mechanics or wholesale and foreign trade clerks.

#### Hanau-Gelnhausen-Schlüchtern Chamber of Industry and Commerce

#### Pre-school training at the vocational school

In Germany, there is also full-time training at a vocational school. The vocational school provides completed vocational training in theory and practice outside the dual training system (without an apprenticeship in a company). It usually lasts two to three and a half years. Lessons take place full-time. In addition to vocational subjects, it also includes general education subjects. The vocational schools differ greatly in terms of their training programmes, admission requirements, duration of training and further education options. You should therefore talk to the school you are interested in.

#### How do I find an apprenticeship?

The careers advice service at the <u>Federal Employment Agency</u> helps people under the age of 25 with many questions relating to training and careers. They provide support in finding a suitable occupation or training programme. They clarify questions about applications and much more.

#### Study

#### Study at a university

#### **General information**

There are many different degree programmes in Germany. There are also different types of higher education institutions:

- Universities (academically orientated)
- Universities of Applied Sciences (practice-orientated)
- Dual universities (very practice-orientated)
- Art, film and music colleges (for artistic subjects)

There are state universities and private universities. The quality of private universities is not always better. However, you have to pay high tuition fees.

#### Helpful websites:

Diversity Compass (all degree programmes and universities in Germany)

Study in Germany (information for refugees)

Employment Agency (study orientation)

German Academic Exchange Service (DAAD - all degree programmes in Germany)





#### Prerequisites

Would you like to study in Germany? Then you need a university entrance qualification. This can be an Abitur. It can also be an entrance qualification for universities of applied sciences. Have you passed the Abitur in your home country? You may be able to use it to study in Germany. You can have this checked.

You can find more information on the <u>Anabin</u> website. Go to the information portal "Recognition in Germany". You can also contact the <u>German Academic Exchange Service</u> <u>DAAD</u>.

You must also provide proof that you have a good command of German (language level C1). This can be the "German as a foreign language" test. Or the German language test for university entrance. Or telc Deutsch C1 Hochschule.

There is also the possibility of funding from the Bildungsberatung Garantiefonds Hochschule. Some universities also offer preparatory semesters. You will also learn German there.

 $\bigcirc$  Find out more at the university where you would like to study. Most universities offer counselling services. There are deadlines for applying to a university. These are known as application deadlines. Observe these deadlines. Universities do not accept late applications.

#### No university admission authorisation

You can study in your home country with your school-leaving certificate? But not in Germany? You can catch up on your university entrance qualification at a preparatory college. Studienkollegs are specially designed for foreign applicants. They prepare you for studying in Germany.

#### Funding and scholarship

As a student in Germany, you can receive financial support. This is possible via the Federal Training Assistance Act (BAföG for short). The BAföG is paid out monthly by the authorities. In the best case scenario, you will receive money for the entire duration of your studies. The monthly amount of BAföG can be between 399 and 735 euros. You have to pay back half of the BAföG amount after your studies. The exact conditions for BAföG change regularly. You can find detailed information under the following link:

#### Website BAföG for refugees and migrants

As an alternative to BAföG, you can apply for a scholarship. As a rule, you do not have to pay back a scholarship. Good grades are important in order to receive a scholarship. Scholarship donors also assess your voluntary work. You will normally receive the same amount of money as BAföG. In addition, there is a so-called "book allowance". This is a monthly payment of up to €300.

Certain organisations award scholarships. Scholarships are awarded to people with great potential. That is why these organisations are called Begabten-Förderungs-Werke. The following Begabten-Förderungs-Werke offer programmes specifically for refugees, among others. You can find out how to apply on their websites. They also tell you what the organisations require of you.

Friedrich-Ebert-Stiftung (FES) - Scholarships for Refugees

Böckler-Aktion Bildung of the Hans Böckler Foundation





Konrad-Adenauer-Stiftung (KAS) - Scholarships for Refugees

Villigst - Our scholarship for refugees

Bread for the World - Refugee Scholarship Programme

The Otto Benecke Foundation's Guarantee Fund is an exception to this rule. The programme is aimed at young new immigrants. Do you want to gain your higher education entrance qualification in Germany? Do you want to study in Germany? Do you want to work in the academic field? Then you can apply for the scholarship programme. There is also the Germany Scholarship. It provides financial support of €300 per month. The Germany Scholarships are awarded by the respective universities.

Ouniversity Guarantee Fund of the Otto Benecke Foundation in Bonn

Germany Scholarship: Become a scholarship holder

## **Financial support**

## **Education and participation**

## What is benefit for education and participation?

This is money for children and young people from low-income families. The parents receive the money for certain services that help the children and young people. Especially for events at daycare centres and schools.

Benefits from the education package are usually cash benefits or benefits in kind (in the form of vouchers). You receive them from your city or municipality.

## Who can receive this benefit?

Parents can apply for the benefit for all children living in the household. The prerequisite is receipt of one or more of the following benefits:

- Housing benefit
- child supplement
- Citizen's allowance
- social assistance
- Asylum seeker benefits

Anyone who does not receive any of the above benefits and is unable to cover the child's specific educational needs and participation requirements may be entitled to benefits from the education package under SGB II and can apply to the relevant <u>job centre</u>.

Pupils in need of assistance up to the age of 25 receive benefits for education. These pupils must attend a general school or vocational school. They should also not receive a training allowance.





Children in need of assistance in daycare centres and childminders also receive part of the educational benefits

Children and young people up to the age of 18 receive benefits for participation. Support for small children is also possible.

## What benefits are involved?

## Benefits for education

## School trips and school excursions

The actual costs of one-day excursions at school or daycare centres. It is possible to collect statements via schools for one-day trips and the actual costs of trips lasting several days for classes and day-care centres.

For school trips, the money can be paid directly to the children or their parents.

## Personal school supplies

Personal school supplies totalling 174 euros in the calendar year 2023 are recognised, namely 116 euros for the first half of the school year and 58 euros for the second half of the school year, up to the 10th school year.

School supplies include, for example, a school bag, sports kit, materials for writing, arithmetic and drawing.

If you have more than one child at school, you will receive the money for each child.

## School transport

The actual cost of travelling to school for pupils.

This service is provided as a cash benefit, unless the local transport company is directly invoiced.

## Learning subsidies

The actual costs of learning support, such as tutoring However, you should first speak to your child's teacher. They must certify the need for support.

## Lunch for school, daycare centre and after-school care

Lunch at all-day schools, after-school care centres or daycare centres at no extra cost to parents

## Benefits for participation

Parents can receive money for their children's participation in cultural, sports and leisure activities; for example, if the children

- Take music lessons,
- are members of a sports club,





- · attend courses at adult education centres,
- go to a museum, theatre or musical.

Parents can receive 15 euros per month for each child.

# Where and how can the benefits for education and participation be applied for?

There are two ways to apply for education and participation benefits:

If you receive social assistance, child supplement or housing benefit, you must submit the application to the local authority.

Submit the application to the KCA / job centre or to:

Office for Social Support and Participation Department 50.22 Education and Participation Barbarossastraße 24, 63571 Gelnhausen

Contact person at the City of Erlensee: Andrea Zeidler Q Zum Fliegerhorst 1229, 63526 Erlensee 06183/9151507 @azeidler@erlensee.de

If you receive citizen's allowance, you must submit the application to the <u>job centre</u> in your place of residence.

You can**obtain<u>application forms</u>** from your local contact person or from the website of the job centre where you are applying for benefits.

## Possibility of counselling

If you have any questions about the application process, the "Education and Participation" counselling team will be happy to help. How to contact the BuT counselling service:

Website BuT-Beratung 030/577130040 @info@but-beratung.de

Counselling is free of charge and can also be provided in English, Arabic, Russian and Turkish.

#### Travel costs to school

#### Travel tickets for schoolchildren

Travel costs for schoolchildren are covered. The costs are covered if the distance from home to school is more than two kilometres for primary school pupils and more than three kilometres for secondary school pupils. The costs are covered until the child reaches the age of 18 at the latest.





An <u>application</u> must be submitted to the school office. This application is then forwarded by the schools to the transport company. The applicant then receives a decision.

If the decision is favourable, the cheapest ticket can be purchased. At the end of the school term, an <u>application for reimbursement</u> must also be submitted to the school.

Ask at the school.

## Bafög / BAB

Pupils can also receive BAFÖG!

## Federal Training Assistance Act (BAföG)

#### **General information**

Everyone in Germany should have the same opportunity to study. Some parents are unable to support their children in their studies because they do not have enough money. This is why there is financial support in Germany. This is called Federal Training Assistance (BAföG). You can find an **Arabic** online tutorial on BAföG <u>here</u>.

You can also find all the important information here:

Whether you receive BAföG also depends on the personal requirements of the student. Relevant are

- the nationality or residence status
- age
- suitability for the desired degree programme
- your own income and assets as well as the income and assets of your spouse/registered partner or parents.

#### Who can receive BAföG?

In principle, the following persons living in Germany can receive BAföG:

- Persons with German citizenship
- Citizens of the EU
- Migrants and refugees.

The basic rule is: If foreigners have the prospect of staying in Germany and are socially integrated, they are considered eligible for funding. This includes people with a permanent right of residence under the Freedom of Movement Act/EU, a permanent residence permit or a settlement permit.

The following applies specifically to refugees: You can apply for BAföG as:

- recognised persons entitled to asylum
- recognised refugees under the Geneva Refugee Convention
- persons entitled to subsidiary protection.





Refugees who are tolerated must have been legally resident, authorised or tolerated in Germany for an uninterrupted period of 15 months before they are entitled to BAföG. The following also applies: Asylum seekers whose asylum procedure has not yet been finalised cannot receive BAföG. It has not yet been sufficiently clarified whether they can stay in Germany.

# Repayment

You receive half of BAföG as a grant. This does not have to be repaid. You will receive the other half as an interest-free loan. The loan must be repaid, up to a maximum of 10,000 euros in total.

All foreign nationals (including refugees) must repay their loan even if they later return to their home country. The repayment phase begins five years after the end of the maximum funding period.

# Free BAföG hotline:

<u>08002236341</u>

available from Monday to Friday 8 a.m. - 8 p.m.

# How to submit the application

The <u>application</u> for BAföG must be submitted online. Make sure that you submit your application in good time. This is because applications take several months to process.

# Work and profession

# **General information**

# Information on training, work and study

Would you like to work in Germany? Then you need to know: How can I work in Germany? And where can I get help? You can find everything you need to know about work and jobs here: Access to the labour market

Have you already gained a qualification abroad? For example, a school-leaving qualification or a professional qualification? Then you need to have the qualification recognised here in Germany. You can find out how to do this on the page: <u>Recognising foreign qualifications</u>.

There are over 400 different professions in Germany. Do you want to learn a profession? Then you can find <u>information on training</u> here. For example: How can I do an apprenticeship? What professions are there?

Children and young people have to go to school. They must be at least 6 years old for this. Children and young people go to general school. There they learn for their future life. For example, so that they can learn a profession. Or: so that they can graduate from a university.

Do you want to study? Then you can find information about <u>studying</u> here. And you can see which people you can contact.

# Find a job





### Labour market access

# Regulations on access to the labour market

 $\$ You come from the EU? Do you now live in Germany? And you would like to work? Then you can do so without any problems. As an EU citizen, anyone can work in Germany. Without restrictions.

 $\bigcirc$  Have you fled to Germany? Then your residence status is important. It determines whether you are allowed to work. We explain below what applies to you. You will also find the relevant advice centres below.

# SAsylum seekers with proof of arrival or authorisation to stay:

Are you living in an initial reception centre (EAE)? Or in an AnkER centre? Then you are not allowed to work for 9 months. You are normally allowed to work after 9 months. However, this is always decided by the foreigners authority. You must therefore submit an application to the immigration authority. There are certain rules that you must observe.

You must fulfil the following requirements so that the authority can make a decision:

Asylum seekers with proof of arrival or a residence permit in EAE:

- 9 months work ban
- After 9 months, you are entitled to be allowed to work. However, you must not come from a safe country of origin. Or your asylum application must have been rejected by the Federal Office for Migration and Refugees (BAMF) as manifestly unfounded.
- The priority check does not apply. However, the Federal Employment Agency will check your working conditions.

Asylum seekers with proof of arrival or permission to stay **outside** the EAE:

- 3 months work ban
- You do not come from a safe country of origin? Have you applied for asylum after 31 August 2015? Then the immigration authority will decide.
- You do not come from a safe country of origin? Did you apply for asylum after 31 August 2015? Or your application for asylum was rejected without grounds? Then you have the right to work after 9 months.
- The priority check does not apply. However, the Federal Employment Agency will check your working conditions.

# **&**Tolerated persons:

The foreigners authority always decides whether you are allowed to work. You must therefore submit an application to the foreigners authority. The foreigners authority can impose a general work ban on you. There are certain rules that you must observe.

Tolerated persons in AnkER:





- You do not come from a safe country of origin? Did you apply for asylum after 31 August 2015? Your tolerated stay has already lasted 6 months? Then the foreigners authority will decide whether you are allowed to work.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working.
- The priority check does not apply. However, the Federal Employment Agency will check the working conditions.

### Tolerated persons **outside** AnkER:

- 3 months work ban
- You do not come from a safe country of origin? Did you apply for asylum after 31 August 2015? Your tolerated stay has already lasted 3 months? Then the foreigners authority will decide whether you are allowed to work.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working
- The priority check does not apply. However, the Federal Employment Agency will check the working conditions.

# **&**Refugees with a residence permit:

If you have been recognised by the BAMF as a person entitled to asylum, refugee status or subsidiary protection, the immigration authority will issue you with a residence permit. This entitles you to pursue any gainful employment and thus grants you full access to the labour market.

 $\bigcirc$  Different rules apply to self-employment! The prerequisite for the above-mentioned applications is **ALWAYS** a concrete job offer.

# Labour contract

Anyone who starts a job gets an employment contract. It governs the most important conditions of your work. It explains when you work, how much holiday you get, and how much you are paid. Both sides – workers and employers – must abide by these agreements. When you sign the contract, it becomes legally binding. So you should only sign it once you fully understand its content.

# Types of contracts:

#### Permanent job contract (Unbefristeter Arbeitsvertrag)

Usually, there is a probationary period of three or six months. During this period, employment can be terminated within two weeks. The employer can terminate the employment. Or you as the employee can terminate the employment. At the end of the probationary period, permanent employment begins. This gives you longer protection against dismissal. Working hours are usually up to 40 hours a week.

#### Fixed-term employment contract (Befristeter Arbeitsvertrag)

The employment ends at the agreed time, without the need for notice of resignation.





# <u>Minijob</u>

The maximum monthly salary is €556 and is not taxed.

# Labour law:

There are numerous laws that govern and safeguard the rights of employees in Germany. These include:

- Regulation of working time
- Minimum wage
- Leave claim
- Protection against dismissal
- Representation of interests in the workplace (Works council)
- Trade union labour regulations
- and a few more

# Taxes and social security payments:

All employees in Germany pay part of their wages as taxes. These fund federal, state and local government spending. Employers, in turn, are required to pay social security contributions for their employees. These social security contributions fund the German social system. This system guarantees that you receive money from the state if you are unemployed.

# Tax ID number:

Your tax ID is an 11-digit number and is used for income tax purposes. The number applies throughout your life. The number allows the authorities to identify you at all times. Your employer needs this number. Do you not have this number in any of your documents? Then you can get it in person from the registration office (Meldebehörde). Or you can fill out a form and send it to the Federal Tax Office (Bundesamt für Steuern).

# Social security number:

For a job, you need a social security number. This can be obtained from your health insurer (for example AOK, DAK).

# Illegal work:

You have paid work. But this work is not registered with the Tax Office (Finanzamt) or a health insurance provider. So you do not pay any taxes or social security contributions. This is **illegal**. It can be punished with fines and prison! Do you receive social benefits or unemployment benefit? Despite this, are you working? And have you not told the Social Welfare Office (Sozialamt), the Employment Agency (Arbeitsagentur) or the Job Centre about it? This is **illegal** too. It means you are wrongly receiving state benefits, even though you are in paid employment.

# **Rights and obligations**





As an employee, you have various rights and obligations. These are generally regulated in an employment contract. This contract is usually presented to you in writing. However, an employment contract can also be valid verbally. The employment contract regulates what you have to do and what you will receive from your employer in return. This contract also sets out general conditions (for example):

- The start of the employment contract
- The salary
- The place of work
- The type and duration of the job
- The number of holiday days and the scope of break times
- The conditions that must be observed in the event of termination
- The end of the employment contract (for fixed-term contracts)

Your salary is generally based on the hours you work (hourly wage). In Germany, the statutory minimum wage applies. This amount is the minimum you must receive for the hours you work.

Working hours are regulated by the Working Hours Act (ArbZG). The regular (daily) working time is a maximum of 8 hours. This can be extended to 10 hours, but must be compensated (within six months).

The break time is also regulated. Your rest breaks apply after 6 to 9 hours of uninterrupted work. You must take a break of at least 30 minutes during this time. If you have worked for more than 9 hours, you must take a break of at least 45 minutes.

You are entitled to holiday. You will continue to be paid during your statutory holiday (at least 20 days per year). You can find out how much paid holiday you are entitled to in your employment contract. If you fall ill during your holiday, the period of illness does not count as holiday. However, you must present a medical certificate for this time.

If you fall ill, inform your place of work. You do not have to state the reason for your illness. If you are unable to go to work for more than 3 days (note that this includes weekends), you must submit a certificate of incapacity for work from a doctor. Your salary will continue to be paid during your illness. The employer pays your salary for the first 6 weeks. After this period, you will receive sickness benefit from your health insurance fund. This sickness benefit corresponds to 70 % of your gross salary, but not more than 90 % of your net salary.

As a pregnant woman, you have special protection against dismissal. In addition, maternity protection applies in the period from 6 weeks before to 8 weeks after the expected date of birth. During this time, you do not have to work and will continue to receive your salary.

Following the birth, you may take parental leave. This applies to both fathers and mothers who live in the same household as the child. You may not be dismissed during this time. However, you will not receive any money from your employer. You can apply for <u>parental allowance</u>, which is paid to you by the state.

Both parents are entitled to a total of 14 months' parental allowance. This can be split between both parents, provided that both are involved in the care of the child, i.e. are not working for the period of parental leave applied for.





One parent can take a minimum of 2 and a maximum of 12 months of parental leave. If only one parent applies for parental leave, a maximum of 12 months of parental leave can be taken. The parental allowance corresponds to 65% of your net income, but at least 300 euros per month.

You may be dismissed under certain conditions. Reasons for dismissal may be operational (deteriorating economic situation for the company) or behavioural (if you do not fulfil your work obligations under your employment contract). If you wish to resign of your own accord, statutory notice periods apply. You can find these in your employment contract. Notice of termination must be given in writing, both by your line manager or supervisor and by yourself. Verbal notices of termination are not valid.

Further information can be found on the following websites:

- European Migrant Workers Union (Romanian, Bulgarian, Polish, German)
- DGB Education Network
- and the trade union websites

# Applications and job interviews

# Applications and job interviews

Would you like to start an apprenticeship or work in Germany? Then you must apply in writing.

Many companies publish job adverts. Either in the newspaper or on the Internet. The company is therefore looking for new employees. The job advert states what kind of work or training is involved. It also states what expectations the company has of the employee. You will find information on where and how to apply.

Have you been invited to an interview? Then the company is interested in you. You can introduce yourself at the interview. Please allow enough time for the journey to the appointment. Make sure you arrive on time for the appointment. It is best to prepare in detail for the interview beforehand. You can also gather important information about the company. Visit the website and read through the company's history. Find out about the products or services. Do you want to show your interest in the job? Then ask questions during the appointment. This will show that you have done your research. You show that you are motivated.

# An application usually consists of three parts:

**Cover letter:** In your personal cover letter, you briefly introduce yourself. You explain why you are suitable for the vacancy. For example, describe what experience you have already gained in your home country. Find out more about the company and describe why you would like to work there. Your cover letter should fit on one page. Sign your cover letter. There are many templates and aids on the Internet. It is important that you do not simply copy and paste. Your cover letter must suit you and the position.

**Curriculum vitae:** The CV lists all your experience. It is structured like a large table. Write from when to when you worked at which company. Write where you completed your training or studies. Write where you went to school and what school-leaving qualification you obtained. You don't have to include a photo in your CV, but many companies like it if you do.





You can have your CV created on the Europass website. The site is available in many languages. You enter your details. You write down your experience. At the end you will receive a CV. CVs look different in every country. It is important that you use the format that is used in Germany. You can select this at Europass.

**Certificates and supporting documents:** It is important that you send copies of your certificates (no originals!). Certificates are your school leaving certificate, your degree and work references from the past. The certificates should be in German or English, otherwise they should be translated. You should also send proof of internships, further training relevant to the job or certificates from your German course.

 $\bigcirc$ The job advert will tell you how to apply. Please read it carefully.

**In writing:** Buy a nice application folder and put your cover letter, CV and certificates in it. Then send the application to the address given in the job advert.

**E-mail:** Many applications are now sent by e-mail. Combine your cover letter, CV and references into one PDF file and send this as an attachment to the e-mail. In the e-mail, write a short text addressed to the person who will receive your application.

**Online:** Large companies have their own website where you have to apply. You have to register there with your e-mail address and can then send your application there.

You can find helpful tips for your application at <u>Planet Beruf</u>.

 $\mathcal{D}$ <u>Europass</u> is a multilingual online portal (over 20 languages) that helps migrants to visualise their skills and knowledge. It offers the free opportunity to create a language passport or a CV using an online tool. You can also find important tips for good job applications on Europass.

At <u>Bewerbung.net</u>, <u>StepStone</u> and <u>Lebenslauf2go</u> you can create a CV and cover letter free of charge. In some cases, you can also import your data from Xing or LinkedIn. It is also possible to write your own texts in the template or import files.

You can find information and templates for cover letters at <u>Bewerbung2go</u>, <u>BewerbungsWissen</u>, <u>Karrierebibel</u>

# Language exercises

On the <u>VHS learning portal "I want to learn German"</u> and the <u>Goethe-Institut</u> website <u>"Deutsch für dich</u>" you will find exercises on the subject of job applications and the world of work in general. This will help you learn about the world of work and improve your German language skills.

# Finding work - counselling and help

The following organisations will support you in your job search:

# Immigration of skilled labour





# The basics of skilled labour immigration

There is a law in Germany. The law is intended to make it easier for skilled workers to come to Germany. In this case, the skilled workers have vocational training. They do not have an academic degree. There are already rules for immigration to Germany for these people.

 $\bigcirc$  Would you like to obtain an <u>EU Blue Card</u>? Then your new profession must match your qualifications. This means that you can only work in a profession that you have learnt.

You can also find this and further information on the Make it in Germany page

You can also take a <u>quick test</u> of your options here!

There are several contact points for companies looking to recruit skilled labour:

# Sinfo portal in Hesse

Selecome Centre Hessen

ZAV - International Placement Services

### For employers

**Accelerated skilled labour procedure:** If someone from another country wants to work in Germany, as an employer you first need authorisation from this person. This is called an "authorisation". With this authorisation, you can start a faster process at the foreigners authority. The Immigration Office is an organisation that looks after people who come to Germany from other countries.

Your company then makes an agreement with this authority. This agreement sets out exactly what you, the new worker and the authorities are allowed to do and must do. It also specifies how long everything may take and who does what and when.

 $\label{eq:product}$  The **fees** amount to 411 euros. There is also a visa fee of 75 euros. There are also all other fees (certified copies, translations).

**The foreigners authority advises employers.** It provides support to ensure that the foreign qualifications of the skilled worker are recognised. The Foreigners' Registration Office obtains the approval of the Federal Employment Agency. It checks what is required for the visa to be issued. The recognition centres only have a certain amount of time before they have to make a decision. So does the Federal Employment Agency.

Q Have all the **requirements** been met? Then the foreigners authority will issue a so-called preliminary approval. The employer can forward this to the skilled worker. The skilled worker then books an appointment with the diplomatic mission abroad. The visa is applied for at this appointment. At this appointment, the skilled worker must present the original of the prior authorisation. The skilled worker must also bring the other documents required for the visa application.

Have you submitted the complete **visa application** from the skilled worker? Then a decision will be made within three weeks.





 $\mathcal{P}$  The **family of** the skilled worker can also be considered. The application must be submitted at the same time. The family must fulfil the requirements for family reunification.

You can find templates and samples here and a detailed explanation of the procedure here.

# For professionals

**Definition of specialist**: Do you have a university degree? Or have you completed vocational training? Did your training last at least two years? Does it qualify you for a profession? Then you are a skilled worker. Do you want to be officially recognised as a skilled worker? Then you must apply for this. Your qualifications must be recognised by the competent authority in Germany.

# Job search

# Entering the labour market:

Entering the labour market is made easier: As a skilled worker, you must provide three things. You need an employment contract. You must have a concrete job offer. And you need a qualification that is recognised in Germany. It is no longer checked whether there is a German person for the job. The Federal Employment Agency will continue to check the working conditions.

# Skilled workers with a university degree:

Skilled workers with a university degree can work in any qualified profession. This means that skilled workers must work in a profession that requires training/studies. For the EU Blue Card, you need a job that corresponds to your qualifications.

# Skilled workers with vocational training:

Skilled workers with vocational training can work in any qualified profession. This means that skilled workers must work in an occupation that requires training/studies.

# **Rules for entry**

# Entry to seek employment:

Skilled workers with vocational training can enter Germany. You can enter the country to find a job here. You will receive a residence permit for up to six months. Their qualifications must be recognised in Germany. You must be able to support yourself during your stay. You must already speak German well enough to be able to work in your profession. German language skills at level B1 or better are normally required. Would you like to try out a job first? Then you can work up to 10 hours a week. This way you can find out whether you like the job. Your employer can get to know you. Skilled workers with a recognised academic qualification can also do trial work. You can find more information at <u>Make-It-In-Germany</u>.

# Stay for qualification measures:

You will be given more opportunities so that you can gain qualifications in Germany. Have you tried to have your qualifications recognised? The authorities have identified problems? Your qualifications do not match the German ones? Then you need sufficient knowledge of German. This is knowledge at level A2. Then you can apply for a visa. With this visa you can come to Germany for 18 months. During this time you can gain qualifications. The authorities can extend the visa once for 6 months. After that, you can apply for another visa. For example, for an apprenticeship. Or for studying. Or for work. You can find more information at <u>Make-It-In-Germany</u>.





#### Settlement permit for skilled workers from abroad:

Foreign skilled workers can obtain a settlement permit in Germany after just four years. You can find more information <u>here</u>. There are sometimes different conditions for skilled workers and EU Blue Card holders.

### For training and studies

Entering the country**to look for an apprenticeship:** Would you like to do an apprenticeship? Then you can enter the country to look for a training place. You need German language skills at level B2. You also need a school-leaving certificate that entitles you to enter higher education. You must be no more than 25 years old. You must be able to pay for your own living costs in Germany.

**Extended transfer options for international students** in Germany: International students can obtain a new residence permit before they have completed their studies. For example: You want to learn a profession after your studies. You will then receive a residence permit for this. The new law for skilled workers makes this change easier: Are you studying? And you want to have a job? Then you can take a job. To do so, you must fulfil special conditions. The Federal Employment Agency sets these conditions. Once everything has been checked, you will receive a new residence permit.

Settlement**permit for gradu** ates of a vocational training programme in Germany: Under the new law, foreign graduates of a vocational training programme in Germany, just like university graduates, can obtain a settlement permit after just two years.

 $\bigcirc$  **German language course** to prepare for training: Do you have the right visa? Then you can attend a German course. This German course will prepare you for your training.

# **EU Blue Card**

#### Independence

Self-employment is a form of work. It means you take full responsibility for your own company. You are your own boss. You need an idea for your business and customers. In other words, people who buy the service you offer. You also need money to set up your business. If you don't have enough money for this, you need to find out whether you can get a loan or grant. The business must be registered with the town of Erlensee. You need to clarify with the tax office what taxes you have to pay. You will also need to take out various insurance policies yourself.

Self-employment is not permitted in Germany if

- you are in the asylum recognition procedure
- your application for asylum has been rejected
- you have a tolerated stay

All other persons have the opportunity to set up a company in Germany.

#### Further information - also in foreign languages - is available here:

• Online guide "GründerZeiten "





- <u>Business start-up portal</u>
- Homepage of the IQ centre for the migrant economy

#### **Advice centres**

Start up without borders - migrants become entrepreneurs

Solution with refugee experience start a business

Register a business here:

Trade office of the city of Erlensee

Am Rathaus 20 (former indoor swimming pool), 63526 Erlensee

# **6**<u>06183/9151603</u>

@mantoni@erlensee.de

Opening hours:
 <u>https://www.erlensee.de/portal/seiten/Seite-90000...</u>

# **Recognition of qualifications**

Report cards are important in Germany. You get certificates at school. You also get a certificate at university and at work. At work, they are called job references. Certificates are proof of what you have learnt. It is also a reward if you have worked hard at school. They also show where your strengths lie and which subjects you are good at and which you are not.

Certificates are important for getting a job. You also need certificates to be accepted into a school.

Certificates are also important if you want to be admitted to university.

#### Have you received certificates abroad?

The certificate must be recognised in Germany. It will be checked what you are qualified for in Germany and what you are good at.

#### You have no certificates?

Then try to prove your professional experience and your professional skills by taking tests. This can be used to find out what you are good at.

#### Would you like to work or study in science?

Then the university will take care of recognising your certificates. Get in touch with the contact person at the university.





#### Personal counselling on the recognition of foreign educational qualifications:

Beramí e.V. / IQ Network Solution Network Nibelungenplatz 3, 60318 Frankfurt

Consultation hours: Monday, Tuesday, Wednesday and Friday 9:00 a.m. to 12:00 p.m. Thursday 14:00 to 17:30

### **Personal consultation**

Only by prior appointment Only by prior appointment Appointment booking form Www.berami.de/anerkennungsberatung

### For the recognition of school certificates:

# State Education Authority for the Darmstadt-Dieburg district and the city of Darmstadt

<u>Rheinstraße 95, 64295 Darmstadt</u>
 <u>0 6151368</u> 2487
 <u>bildungsnachweise.ssa.darmstadt@kultus.hessen.de</u>
 <u>Further information</u>

#### for the recognition of skilled crafts professions:

# Wiesbaden Chamber of Crafts

<u>Bierstädter Straße 45, 65189 Wiesbaden</u>
 <u>0611136103</u>
 <u>0a ndreas.</u> maletzke@hwk-wiesbaden.de
 <u>Further information</u>

#### General information on the recognition of foreign professions

Would you like to know whether and how your qualification is recognised in Germany?

You can get initial advice by telephone here. Personal counselling is available at several locations in Hesse.

# www.anerkennung-in-deutschland.de

# Professional qualifications in administration and sales ("white collar")

The IHK Foreign Skills Approval (IHK FOSA) is a centre of German chambers of industry and commerce.

The centre determines the equivalence of foreign professional qualifications. It accepts applications for recognition and compares them.





It compares whether the professional qualifications from abroad are similar to German professional qualifications.

# www.ihk-fosa.de

### Skilled crafts qualifications ("Blue Collar")

International skilled workers and employers can find a contact point for advice and a service centre in Frankfurt.

Employees of the Chamber of Skilled Crafts Frankfurt Rhine Main are the point of contact for all questions relating to a new start in Hesse.

The counselling team provides advice in many languages.

### https://www.work-in-hessen.de

#### International nursing staff for Hesse

Have you completed training in nursing and healthcare abroad and would like to work in this profession in Hesse?

We will be happy to advise you. If you need help with recognition, language courses, knowledge tests, preparatory courses or adaptation programmes.

The PQZ Hessen will support you throughout the entire process, from recognition to successful integration with your new employer in Hesse. Your wishes will be discussed and any questions clarified.

The counselling does not cost any money. Counselling takes place by telephone or in a video conference.

#### **PQZ Hesse**

Zu den Sandbeeten 5, 35043 Marburg
 0 6421985 484
 P QZ-Hess en@integral-online.de
 www.PQZ-Hessen.de

# **Recognition of foreign educational qualifications**

School reports are very important in Germany. You get them at school. Or at university. Or at work. At work, they are called job references. Certificates are proof of what you have already learnt and achieved. Certificates are the decisive prerequisite for getting a job. You also need a certificate to be admitted to a school or university. Have you already obtained certificates abroad? Have these certificates recognised in Germany. A check will be made to see what your certificates qualify you for in Germany. Your achievements will be translated, so to speak. It may be that you no longer have your certificates. In this case, you can try to have your work experience and professional skills recognised through tests.

**Info portals on foreign qualifications:** Here you can research for yourself how your qualification is assessed in Germany. Formal recognition must still be carried out if you want your qualification to be recognised. The best way to do this is to contact the counselling centre.





Information portal on foreign educational qualifications
 Information portal for foreign professional qualifications
 Recognition in Germany

Specialist advice centre for recognition
 Employment Agency
 INBAS GmbH
 Am Hauptbahnhof 1, 63450 Hanau
 015127191629
 @anerkennungsberatung-hanau@inbas.com

Appointments by arrangement

 $\mathcal{P}$  If you are planning to study or work as a scientist, please contact the contact persons at the universities to have your certificates recognised.

# Official certification of certificates

You have a document. For example, a certificate. The authorities want to know whether the document is genuine. To do this, you must have it officially notarised. This is also important for enrolment at a university. All copies of certificates must be officially notarised.

Official certifications of certificates can be obtained at the local court in Erlensee:

Selbsthilfe Körperbehinderter e. V. building <u>Am Rathaus 65 b</u> <u>06183915</u> 1730 <u>Ortsgericht@erlensee.de</u> <u>Office hours: Monday, 15.00 - 18.00 hrs</u> (by prior appointment)

Some notarisations can also be carried out by the service office.

# Children, youth and family

# Children's rights

Children need special protection and therefore also special rights. These rights are set out in the Convention on the Rights of the Child. The General Assembly of the United Nations adopted the Convention in 1989.

The UN Convention on the Rights of the Child can be divided into four groups: the right to life and personal development, equal treatment, the best interests of the child and participation. In detail, this means

- Every child has the right to all the things they need to live. This includes, for example, food and drink or medical treatment.
- The right to go to school is also a child's right, as is the right to play and leisure.
- All girls and boys have the same rights and no child should be treated worse than other children.





- Every child has the right to grow up healthy, cared for and protected from violence.
- Every child has the right to live with their parents or, if the parents are separated, to have contact with both parents.
- All girls and boys have the right to form their own opinion and to stand up for it.
- In matters that directly affect children, adults must listen to the children's opinions and take them into account when making decisions.

©10 important children's rights are clearly explained here: <u>German/Arabic</u> and <u>German/Persian</u>.

### Child protection and duty of supervision

# **Child protection**

Parents are primarily responsible for the care and upbringing of their children. The family is under the special protection of the state.

Children have a right to grow up healthy and safe. Violence against children is prohibited. It causes damage and impairment that often lasts for a very long time. Children should therefore be protected from physical and psychological violence, sexual exploitation and neglect.

Wherever children are brought up, the following applies:

# "Children have a right to a non-violent upbringing. Physical punishment, emotional abuse and other degrading measures are not permitted."

Parents and other guardians can find free and confidential help and support with parenting at counselling centres. The <u>youth welfare office</u> can also help.

You can find addresses and information on local parenting advice centres here.

# **Duty of supervision**

Parents and other authorised persons (e.g. educators) have a duty of supervision: they must ensure that the child does not come to any harm. They must recognise and eliminate any existing dangers. Children must also not cause harm to others. It is therefore important to talk to children and young people about possible dangers and the consequences of incorrect behaviour.

Parents and all adults responsible for the child must always know where the child is and who they are with. This means, for example, that you must agree with the daycare centre who is allowed to pick up your child there. You must also inform the school if your child is ill and cannot go to school.

Special legal regulations apply to young people. For example, the consumption of tobacco and hard alcohol is prohibited for under-18s. Restrictions also apply to public events, such as discos, depending on age.

Breaching the duty of supervision can lead to liability for damages and even have consequences under criminal law.





# Childcare

# Day care centres

# Day care centres

There are different day care centres for every age of child:

- from 0-3 years the crèche or day care centre
- from 3 years to school enrolment: day care centres,
- for primary school children, after-school care, primary school care or all-day school.

Your child can learn the German language and discover new things in a day care centre. They will also socialise with other children and get to know friends and the German culture. Take advantage of this opportunity, it is important for your child's future. Attending a daycare centre also helps prepare your child for school.

# Crèche

The crèche is a facility for children aged 0 to 3 years. In the crèche, children are supported in their development by specially trained staff in small groups. Attention and care from the carers are particularly important here. In Erlensee there is the "Honigbienchen gGmbH" crèche. The "Honigbienchen gGmbH" looks after children from the age of 10 months.

# Child day care

Another childcare option for children aged 0-3 years is childminding. Here, your child will be looked after by a childminder together with a maximum of four other children. The care usually takes place at the childminder's home. Sometimes it also takes place in other premises, for example in shared accommodation.

If you would like to have your child looked after in day care, please contact:

City of Erlensee - Childcare department

Zum Fliegerhorst 1229, 63526 Erlensee
 <u>061839151508</u> or <u>061839151512</u>
 <u>@ksmola-peter@erlensee.de</u> or <u>ybuelbuel@erlensee.de</u>
 <u>Kindertagespflege in Erlensee</u>

# KiTa

KiTa is a term for **children 's day care centre**. Your child attends a day care centre from the age of 3 until they start school. Your child will be looked after there by teachers. At the day care centre, children can play with other children, paint, do handicrafts and learn many important things. In the last year at the daycare centre, the children also have regular pre-school lessons to prepare them for starting school. There are private and public KiTas. Whether and how much it costs for you to attend a KiTa depends on the KiTa and the childcare hours.

One daycare centre in Erlensee also accepts children under the age of three.





If you have little money, the KCA / job centre may pay the fees.

# Primary school children

There are also after-school childcare options for primary school children. There are many different childcare models, such as after-school care, lunchtime care or all-day school. In all models, children are supported in completing their homework. In addition, leisure activities are not neglected. You can find out which childcare model is available for primary school children in Erlensee from your primary school or from the <u>youth welfare office</u>.

# **Registering for a childcare place**

You can register your child <u>online</u> for a childcare place in Erlensee. You will then receive a message from one of the childcare centres. If you have any questions about webKiTa.Erlensee, please contact:

### City of Erlensee - Daycarecentre administration

### @kitaverwaltung@erlensee.de

Please always state your child's full name and date of birth when enquiring so that we can find you.

If you would like us to call you back, please give us your telephone number.

# How does a KiTa work?

# 1. familiarisation

After you have found a place in a daycare centre, your child will be "settled in" to the daycare centre. This is done as follows: Mum or Dad go to the KiTa together with the child for a while. Together they get to know the teachers, the rooms, the other children and the daily routine. This allows your child to get used to the new place and you as parents to get used to it too. That's why we say familiarisation. This is very important in Germany and all parents and children do it. The familiarisation process can take two or more weeks.

# 2. meetings with parents

When you drop off or pick up your child, you can talk briefly to the staff and tell them what is important to you or how your child is doing.

There are usually two parent-teacher conferences in a kindergarten year. This applies to all parents and all children. During these meetings, you will be told what your child has learnt at the daycare centre, what they are particularly good at and where they need to develop further. Someone can also come along to these meetings to translate so that everyone understands each other well. Sometimes there is also something important to discuss outside of the regular appointments. As a parent, you can also ask for a meeting if something is bothering you about the work at the daycare centre or if you have something important to say about your child. The KiTa will then arrange an appointment with you.





# 3. parents' evenings

It is good if you make use of these meetings. Not only will you learn something about the KiTa, but you can also get to know other parents. The KiTa staff will inform you of the dates for the parents' evenings.

# 4 Everyday life in the KiTa

Every daycare centre has a specific daily routine. It usually looks something like this:

The children are brought to the daycare centre by their parents at a certain time in the morning. Every daycare centre has drop-off and pick-up times that should be adhered to.  $\mathcal{Q}$  If your child is ill or cannot come, please call in good time!

The children have the following options during the morning: The children can have breakfast at the KiTa. Either the daycare centre prepares breakfast or the children bring something from home.

During "free play time", the children have the opportunity to play with other children, do arts and crafts or move around.

All the children meet in the "morning circle" to discuss important topics, sing songs or learn new games.

There are also specific activities and projects: The children can do arts and crafts, play sports, listen to stories, learn their numbers or receive targeted encouragement.

The children can usually go out into the garden once a day and experience nature. At lunchtime, the children have lunch together.

Depending on their age, the children can then take a nap or have a quiet time to play. Afterwards there is time to play again.

The children are given drinks at their KiTa, and fruit and a snack are often also offered in the afternoon.

Finally, you pick up the child at the time you have agreed with the daycare centre.

# 5 Conflicts in the daycare centre

Sometimes there are misunderstandings between parents and professionals. This can happen when parents and professionals think differently about the child. Sometimes parents find things that the professionals do funny, but sometimes professionals also find things that parents do funny. It is then important to talk to each other and ask: Why are you doing it this way?

If parents or professionals don't know what to do, they can first contact the management of the daycare centre or the parents' council. If the problem is still not resolved, the childcare centre provider or the youth welfare office is the point of contact. There are people working there who are specifically there to help with conflicts between the daycare centre and parents.

# Why is a KiTa good for my child?

Children play in a childcare centre or daycare facility. They do handicrafts. They sing. They do sport. They get to know other children. They learn to speak well. The children should learn well for their lives.

Here your child can learn German and discover new things. They socialise with other children and make friends. Take advantage of this opportunity, it is important for your child's future.





Attending a day care centre also helps to prepare your child well for school.

### Which daycare centres are there in Erlensee?

# Municipal day care centres

#### Day care centre "An der Gende"

Daycare centre + family centre / KiTa places: 115 / age: 3 to 6 years <a>An der Gende 9, 63526 Erlensee</a> <a>06183/9151570</a> <a>kitagende@erlensee.de</a> <a>Offnungszeiten: 7:00 Uhr bis 17:00 Uhr</a> <a>KiTa "An der Gende"</a>

#### Daycare centre "Friedensstraße"

Daycare centre / KiTa Places: 100 / Age: 3 to 6 years ♥ Friedensstraße 39, 63526 Erlensee ♥ 06183/9151550 @kitafriedensstrasse@erlensee.de ©Öffnungszeiten: 7:00 Uhr bis 17:00 Uhr ♥ KiTa "Friedensstraße"

#### Daycare centre "Leipziger Straße"

Day care centre / day nursery places: 200 / age: 3 to 6 years ♥ Leipziger Straße 53, 63526 Erlensee ● 06183/9151530 @kitaleipziger@erlensee.de © Öffnungszeiten: 7:00 Uhr bis 17:00 Uhr ♥ KiTa "Leipziger Straße"

# Nelly-Sachs" day care centre

Daycare centre / KiTa Places: 150 / Age: 3 to 6 years ♥<u>Nelly-Sachs-Straße 1, 63526 Erlensee</u> ●<u>06183/9151560</u> @<u>kitanelly@erlensee.de</u> ©Öffnungszeiten: 7:00 Uhr bis 17:00 Uhr ♥<u>KiTa "Nelly-Sachs"</u>

#### Sandweg" day care centre

Daycare centre / KiTa Places: 115 / Age: 3 to 6 years ♥ Sandweg 28, 63526 Erlensee ● 06183/9151540 @kitasandweg@erlensee.de © Öffnungszeiten: 7:00 Uhr bis 17:00 Uhr ♥ KiTa "Sandweg"





#### Nature day-care centre "Am Limespark"

# Independent and church-run providers

Honigbienchen gemeinnützige GmbH (non-profit organisation)
Day nursery / crèche places: 96 full-day places / age: 10 to 36 months

Nelly-Sachs-Straße 5, 63526 Erlensee (Hauptsitz)

Hauptstraße 17, 63526 Erlensee (weiterer Standort)
06183/929029
info@honigbienchen.net
Offnungszeiten: 7:00 Uhr bis 18:00 Uhr
Honigbienchen gemeinnützige GmbH

Catholic "Christkönig" daycare centre (run by the Catholic parish of Christkönig) Daycare centre / KiTa places: 50 / Age: 3 to 6 years ♥ Waldstraße 26, 63526 Erlensee ♥ 06183/2112 @kita.Erlensee@Bistum-Fulda.de ♥ Offnungszeiten: 7:30 Uhr bis 15:00 Uhr ♥ Katholische KiTa "Christkönig"

Evangelische KiTa Rückingen daycare centre (sponsor: Evangelical Church Erlensee) Daycare centre / KiTa Places: 35 / Age: 2 to 6 years ♥ Rodenbacher Straße 8, 63526 Erlensee ● 06183/71009 @ ev.kita-rueckingen@ekkw.de ◎ Öffnungszeiten: 7:00 Uhr bis 15:00 Uhr ♥ Evangelische KiTa Rückingen

Evangelische KiTa Langendiebach daycare centre (run by: Evangelical Church Erlensee) Daycare centre / KiTa Places: 45 / Age: 3 to 6 years ♀ Sandweg 28, 63526 Erlensee ♀ 06183/3250 @kita.langendiebach@ekkw.de ⓒ Öffnungszeiten: 7:00 Uhr bis 15:00 Uhr ♀ Evangelische KiTa Langendiebach





# How do I enrol my child in the KiTa?

Registration for a childcare place in Erlensee is possible online via the <u>webKiTa.Erlensee</u> portal. This only applies to places in the municipal day care centres. To register with independent providers and child day care centres, please get in touch with the relevant contact person directly.

If you have any questions, please get in touch with the **webKiTa.Erlensee team**.

City of Erlensee - KiTa administration Q Zum Fliegerhorst 1229, 63526 Erlensee 061839151503 or 061839151504 @kitaverwaltung@erlensee.de

Image: Control of the second stateMonday, Tuesday, Thursday, Friday: 8:30 am to 12:00 pmMonday: 14:00 to 18:00

# What is after-school care for school children?

# 1. after-school care centre

School children from Year 1 to Year 4 are looked after in after-school care centres. The after-school care groups usually belong to day-care centres and work closely with the schools. Some open before school starts. In the afternoon, schoolchildren are supported with their homework and can then play as they please. Most after-school centres are open until 17:00. They also offer childcare for school children during the holidays.

# 2. all-day school

In all-day schools, the childcare programme for children extends beyond the normal time frame for at least three days a week.

Children receive a hot lunch, can do their homework and take part in the afternoon programme. However, this is not always organised by pedagogically trained staff.

# What afternoon care is available for school children in Erlensee?

# Primary school supervision

#### Supervised primary school Rückingen

Organisation: Förderverein der Grundschule Rückingen e. V.

Places: 34

Brückenstraße 38, 63526 Erlensee





# <u>06183 / 1495</u>

@poststelle@g.rueckingen.schulverwaltung.hessen.de

Opening hours:

Monday to Friday: 7.30 am until the start of lessons Monday to Thursday: 11.30 a.m. to 3.00 p.m. with lunch Friday: 11.30 a.m. to 1.30 p.m. without lunch

Supervised primary school Rückingen

**Supervised primary school Am Eulenhof "Eulennest"** Organised by: Förderverein der Schule am Eulenhof e. V.

Places:35

QLangendiebacher Straße 35, 63526 Erlensee

<u>06183 / 8991144</u>

@eulennest-erlensee@arcor.de

Opening hours:

7:00 am to 8:30 am 11:15 am to 3:00 pm In case of cancelled lessons or start of holidays by arrangement

Supervised primary school Am Eulenhof

Supervised primary school Langendiebach Organisation: Association "Leben mit Kindern in Erlensee e. V."

Places: 145

**P**<u>Friedrich-Ebert-Straße 22-23, 63526 Erlensee</u>

**6**<u>06183 / 9288242</u>

@poststelle.gs-langendiebach@schule.mkk.de

Opening hours:

Monday to Friday: 7:00 am to 5:00 pm





# Supervised primary school Langendiebach

# Children and youth work team in Erlensee (TKJE)

The town of Erlensee, together with the Protestant parish of Erlensee, offers the Team Kinderund Jugendarbeit in Erlensee (TKJE).

The youth centre (JUZ) is a place where young people and older children can meet and spend their free time together. Educational specialists are on site as contact persons.

The centre is currently located in the Fallbachhalle in Erlensee. There is a large garden for romping around, sitting together, playing, doing handicrafts and much more. In the "Youth into Training" project office, computers are available for job application training. Here, young people receive support in applying for an apprenticeship, internship or job. They can cook together in the kitchen. There is also a pool table, two table football tables and a large selection of board games.

The TKJE offers various regular, weekly programmes.

**Kids Club** (from 6 to 12 years) Monday: 15:00 to 17:00 Wednesday: 15:00 to 17:00

**Open meeting** (from 12 to 27 years) Monday: 18:00 to 21:00 Tuesday: 16:00 to 21:00 Thursday: 16:00 to 21:00

**Boys\* group** (from 8 years) Tuesday: 15:00 to 17:00

Girls' group Thursday: 16:00 to 18:00

**Beach volleyball** (from April to October on the school sports grounds) Tuesday: 15:00 to 17:00 Thursday: 14:30 to 17:00

# Children and youth work team, JUZ Fallbachhalle

Eugen-Kaiser-Straße 22, 63526 Erlensee
 0618373074
 Team Kinder- und Jugendarbeit in Erlensee

# Financial support for parents

#### **Parental allowance**

Some parents work less after the birth of their child. Some no longer want to work as much. Others can no longer work as much. They can then receive money from the government. Parents who live separately can also claim parental allowance. They can apply for parental allowance if they have a settlement or residence permit in Germany. You can find more detailed information in German, English, Turkish and Russian <u>here</u>.





# **Child benefit**

All parents with a settlement or residence permit in Germany are entitled to child benefit. You must apply for child benefit yourself at the <u>Federal Employment Agency</u>. This agency pays child benefit for every child from birth until at least the age of 18. You can find more detailed information in German, English, Turkish and Russian <u>here</u>.

# Health

# **General information**

Do you have an acute illness? Are you in pain? In Germany you are entitled to basic medical care. Some vaccinations are recommended by the state. You can get these vaccinations. Some examinations are recommended. They are intended to prevent illness. You can have these examinations. Some examinations are very important for your health. You can get these free of charge from doctors. See a doctor if:

- you are acutely ill or in pain
- you are pregnant
- you are chronically ill. You have diabetes, epilepsy or mental illness, for example.

 $\bigcirc$  You still have medication? Alternatively, do you have the package leaflet for your medication? Bring these with you to your doctor's appointment. Have you already been to a doctor or hospital because of the illness? Please also bring the findings with you.

Do you have a residence permit? Then you must register with a regular health insurance company. There you will receive an insurance card. This entitles you to services from doctors. Just like all citizens in Germany.

# **Emergency numbers - SOS**

An emergency is an acute threat to health. You only contact an emergency doctor or ambulance service in the event of an emergency or an acute health threat.

# **Emergency contacts**

Police & 110 Fire brigade, rescue service & 112 Ambulance, emergency doctor &112

 $\bigcirc$ The emergency numbers on mobile phones always work, even if you have a prepaid card without credit/money!

# Important information for an emergency call

- Who is calling (your name)?
- Where has something happened (address)?
- What has happened?
- How many injured or sick people are there?





- What kind of illnesses or injuries are there?
- Wait for further questions!

Remain calm. Speak slowly and clearly so that you can be better understood. Do not end the call. The emergency call centre / police will end the call when all important information has been transmitted.

 $\bigcirc$ Do not forget your identity card or proof of arrival when you go to hospital! If you are registered with a health insurance company, bring your insurance card with you.

As an asylum seeker, you may only go to hospital without a treatment voucher in an emergency. At the hospital, you must show that you are an asylum seeker with your proof of arrival and the costs will be settled via the <u>social welfare office</u>.

# Visit to a doctor

# General practitioners and specialists

Are you ill? Go to your family doctor. You can choose your family doctor yourself. GPs set their own opening hours. Do you want your family doctor to help you? Make an appointment.

General practitioners carry out important examinations. They are your first point of contact in the event of illness. They decide on necessary medication. They decide whether a specialist examination is necessary.

If necessary, your GP will refer you to a specialist. They can carry out specialised examinations.

#### If the practice is closed, the medical on-call service can help

# **L**<u>116117</u> or **L**<u>0618175858</u>

# Paediatricians and paediatricians

Paediatricians examine children. There are prescribed examinations for children. These are important for your child's health. They are intended to prevent illnesses in children. Children must also be immunised. Vaccinations are important. They prevent children from getting certain diseases. The prescribed examinations are called "U examinations". They always take place at a certain time. They are free of charge. Please consult a paediatrician for more information.

# **Dentists and dentists**

If you have a toothache, go to a dentist.

# Gynaecologists (female and male gynaecologists)

It is important that women are regularly examined by a gynaecologist. This allows diseases to be recognised in good time. This is called a check-up. You can also discuss the topic of contraception there.

 $\bigcirc If$  you need help finding a suitable doctor, ask your helper organisation or accommodation service.





**W**If you are an asylum seeker and need to see a doctor, you will receive a treatment voucher from the <u>social welfare office</u>. With this, the visit to a doctor is free of charge for you.

**&**If an operation is necessary and it is **not** an emergency, the social welfare <u>office</u> must authorise the hospital stay in advance. Your doctor will issue you with a certificate to this effect. Only medically necessary operations can be covered.

# Children's health

Paediatricians examine children. In Germany, there are prescribed examinations for children that you must attend with your child. These are important for your child's health. They are intended to prevent illnesses in children. Children must also be immunised. Vaccinations are important. They prevent children from getting certain diseases. The prescribed examinations are called "U examinations". They always take place at a certain time. They are free of charge. Please ask a paediatrician for more information.

 $\mathbb{Q}$  Multilingual information on the "U-examinations" in many languages can be found <u>here</u>.

# **Medicines and pharmacies**

# Medication

If you need medication, you will receive a prescription from your doctor. You can then obtain your medication with the prescription from any pharmacy. Sometimes the medication has to be ordered. They usually arrive within a few hours.

You can only obtain prescription medication (e.g. antibiotics) if the doctor has issued a prescription (e.g. in pink, blue for privately insured persons). Even with a prescription, not all medicines are free of charge. You usually have to pay a co-payment. This also applies to physiotherapy and other treatments. If you have been given a green prescription, you will have to pay for the medication yourself. If you often need medication, talk to your health insurance company. You may be exempt from the co-payment.

You can buy non-prescription medication at the pharmacy at any time. You do not need to go to the doctor beforehand. Non-prescription medicines include, for example, many medicines for colds or pain.

# **Pharmacies**

Pharmacies are usually open from Monday to Saturday. The opening hours vary depending on the pharmacy (often 09:00 - 18:00). If you need urgent medication at night or at the weekend, you will find a sign at every pharmacy with the name and address of the pharmacy that is open for emergency service. In most cases, you will have to ring the doorbell of the pharmacy on emergency duty and someone will open the door for you.

Below you will find the pharmacies in Erlensee:

Falken-Apotheke ♀<u>Am Rathaus 1, 63526 Erlensee</u> ●061836650 ©Opening hours: Monday to Saturday: 8:00 am to 1:00 pm





Monday, Tuesday, Thursday, Friday: 2:30 p.m. to 6:30 p.m.

Rose Pharmacy
▶ Langendiebacher Straße 2, 63526 Erlensee
▶ 061832513
Opening hours:
Monday to Saturday: 8:00 a.m. to 1:00 p.m.
Monday, Tuesday, Thursday, Friday: 2:30 p.m. to 6:30 p.m.

#### Pharmacy emergency service: <u>https://www.aponet.de/apotheke/notdienstsuche</u>

As an asylum seeker, you will receive many medications without a co-payment. You should therefore ask your doctor about this. If you do not have a prescription, you will always have to pay for the medication.

### Living with a disability

In Germany, almost one in ten people has a severe disability. Many more people have health impairments. Or they are chronically ill. For example, there are people who cannot see. They are blind. There are people who cannot hear. They are deaf. Some people's bodies are smaller than others. Some things are not so easy for them. You can't walk by yourself. Or it is more difficult to do a certain job. But they should also be able to participate in society. There are inclusion measures for this. For example, they get help at work. Or children receive special support even before they start kindergarten. It's called early intervention.

#### **Early intervention**

Early intervention is for young children who have a disability or could develop a disability. It also helps children who develop more slowly than other children in certain areas. Examples of early intervention include Speech support, vision school or movement therapy. Early intervention is available for children from birth to school age. Early support is important in order to avoid disabilities or to minimise the consequences of disabilities.

Your paediatrician can help you to find early support. You can also contact the local health authority.

#### Severely disabled people

People with a degree of disability of 50 or more can obtain a severely disabled person's pass. There are a number of advantages associated with this card. For example, tax reductions. And reduced or free use of buses and trains. The benefits a person receives depend on the type of disability and the degree of disability. You can apply for a disabled person's pass from the pension office.

The family guide provides valuable information <u>here</u>. You can find out what the degree of disability is. You will learn who determines the degree of disability. And what you can do if you do not agree with your degree of disability.

#### Hessian Office for Care and Social Affairs, Fulda

Washingtonallee 2, 36041 Fulda
 066162070
 postmaster@havs-ful.hessen.de
 https://rp-giessen.hessen.de/HAVS-Fulda





You can apply for severe disability online.

#### The family guide

#### www.familienratgeber.de

Aktion Mensch's family guide provides information and addresses for people with disabilities and their families. On the website, people with disabilities and their families can find important information about living with a disability in simple and easy-to-understand German. There is information about school, work, leisure, accessibility, rights, housing, counselling, health and care insurance and much more.

#### **Problems with inclusion**

However, there are still many problems with the integration of people with disabilities. Because people are not disabled - they are disabled: The ATM that is too high prevents them from being able to collect money without any problems. The stairs are off-limits for wheelchairs. And the small font is a problem for visually impaired people. Do you see someone who might need help? Then ask if you can help.

### **Disability Officer Erlensee**

The Disability Officer is responsible for all matters relating to disabled people in the town of Erlensee. She advises and informs people with disabilities. She acts as a point of contact and signposts those seeking advice to the appropriate organisation. It works together with the local welfare and disability organisations with the common goal of being a competent point of contact for people with disabilities.

Contact: <u>061839151910</u> <u>@behindertenbeauftragte@erlensee.de</u>

# Health insurance

Insurance is compulsory in Germany. Do you have a residence permit? Then you must register with a regular health insurance fund. There you will receive an insurance card. This will give you the same benefits as everyone else in Germany.

Do you have an acute illness abroad? You will also receive basic care in many foreign doctors' surgeries and hospitals. You can obtain information from your health insurance fund.

You can choose a general practitioner (family doctor) of your choice. Do you need treatment from a specialist? Then you will receive a referral from your family doctor.

 $\mathcal{P}$  Are you going to a hospital? Are you seeing a therapist? Are you seeing a doctor? Then take your insurance card with you.

# **Insurance card**

The insurance card is very important. You can use it to go to the doctor. The doctor's work is paid for by your insurance. The card is also your insurance throughout Europe. It is called the European Health Insurance Card (EHIC). You can use it to go to the doctor in any EU country.





 $\$ Are you travelling to a country outside the EU? Then you should take out additional insurance. Insurance for abroad protects you while travelling. It's called international health insurance.

Would you like to understand the German healthcare system? You can find information on this <u>website</u>. This information is available in German and English.

**<u>Here</u>** you will find all the important information about health insurance (read chapter 1). The guide explains the German healthcare system. It is also available in <u>other languages</u>: The "Guide to Health for Asylum Seekers in Germany" and the "Guide to Health for All" are important.

As a refugee or asylum seeker, you are not yet covered by health insurance. You need a health insurance voucher. You can use this to go to the doctor.

# Counselling centres and offers of help

### Violence against women helpline

Violence against women helpline <u>08000116016</u> <u>www.hilfetelefon.de</u>

The violence against women helpline provides counselling for women affected throughout Germany. The counsellors provide advice on all forms of violence against women. Do you need help where you live? Then the counsellors will refer you to suitable local facilities. Online counselling is also possible via the website. The counselling sessions are confidential. Would you like to remain anonymous? That's no problem. You don't have to give any personal details on the phone. This also applies on the website. If you have hearing difficulties, you can book an interpreting service via the website. This costs you nothing. The conversation with the counsellors will be translated into German sign language. It can also be translated into written language. Counselling is possible in many languages via interpreters:

- Albanian
- Arabic
- Bulgarian
- Chinese
- Chinese
- French, Italian
- Italian
- Farsi/Dari
- Kurmanji
- Polish
- Portuguese
- Romanian
- Russian
- Spanish
- Turkish
- Ukrainian





• Vietnamese

#### breastcare app

Breast cancer is very common in the world. In Europe, one in eight women will develop breast cancer in the course of her life. In Germany alone, around 70,000 women are diagnosed with breast cancer every year. The earlier the disease is recognised, the higher the chance of a cure. What's more, 25% of cases could be prevented by adopting a healthy lifestyle. The breastcare app explains everything important about breast cancer, early detection and a healthy lifestyle in a science-based and easy-to-understand way. The app is currently available in seven languages: <u>Arabic</u>, <u>German</u>, <u>English</u>, <u>Farsi</u>, <u>French</u>, <u>Spanish</u> and <u>Turkish</u>.

# The breastcare app

- reminds you to palpate your own breasts with a cycle calendar
- · explains self-examination step by step with illustrated instructions
- explains risk factors and symptoms and provides specific tips for a healthy lifestyle
- · answers questions about medical screening examinations in Germany
- links to numerous contact points such as breast centres, integration officers or support services that women can turn to with questions
- tells stories of women affected that are encouraging

The app can be downloaded free of charge from the Apple and Google app stores. The app can be used without collecting personal data. It is free of advertising and designed for the long term. Further information in seven languages at: <a href="http://www.breastcare.app">www.breastcare.app</a>

# Help with mental illness and trauma

Psychosocial counselling centres support people in mental stress and psychological crisis situations. Both those affected and their relatives can turn to the counselling centres.

At these counselling centres, people can receive free advice on dealing with mental health problems:

Health department of the Main-Kinzig district Social Psychiatric Service (SpDi) ♥Barbarossastraße 24, 63571 Gelnhausen

▲ 060518511620
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0 6051851
 ▲ 0

# **Pregnancy and birth**

#### **Pregnancy and birth**

Pregnant women in Germany enjoy special protection. They are allowed to seek counselling. You will be cared for by a doctor. The state will support you with new purchases for the child. If you are pregnant, you must first go to a gynaecologist. There you will have a check-up. You will then





receive a maternity pass. The maternity pass is a document containing important information about your pregnancy. It also contains information about your health and that of your child. Always take your maternity pass with you.

There is a health project for migrant women. It offers extensive information on pregnancy and family planning. The "<u>Guide to Maternal Health</u>" provides answers to many specific questions in seven languages: English, Kurdish, Russian, Turkish, Arabic, Serbo-Croatian.

You can find some information on pregnancy and birth here:

### Pregnant - and now?

If you are pregnant, you must first go to the gynaecologist. There you will have a check-up. You will then receive a maternity pass. The maternity record is a document containing important information about your pregnancy, your health and that of your child. Always take your maternity pass with you.

### For medical questions about family planning, pregnancy and birth

Here you will find the interactive brochure <u>"My body in words and pictures"</u> in 13 languages on topics such as family planning and pregnancy. There is also a dictionary of medical terms.

### Midwife

Midwives support women and their families from the beginning of pregnancy to the end of breastfeeding. Midwives provide counselling during pregnancy. They can help with the birth. After the birth, they introduce breastfeeding. They also look after the woman's health. Every woman can call on the help of a midwife. Most services are covered by health insurance.

#### Maternity protection for working pregnant women

Working pregnant women have special protection. This protection is called maternity leave. It begins six weeks before the birth and ends eight weeks afterwards. This protection is regulated by law in Germany. During this time, pregnant women are generally not allowed to work. Her job remains the same. You can return to work at the end of your maternity leave. In addition, pregnant women are not allowed to work more than 8.5 hours a day or do any heavy physical labour. You can find out more about this from your employer or from one of the advice centres listed below.

#### **Financial support**

If you have little or no income, you can apply for unemployment benefit II or social assistance. After the twelfth week of pregnancy, the <u>job centre</u> or <u>social welfare office</u> will pay expectant mothers additional needs and initial equipment for pregnancy and baby.

#### **Delivery and aftercare**

Your gynaecologist will refer you to a maternity clinic. After the birth, ask there for a midwife or a maternity nurse for aftercare. You will receive a birth certificate from the clinic.

# The following applies to asylum seekers





Report the impending birth to the <u>social welfare office</u> and / or <u>job centre</u> and to the <u>refugee aid</u> organisation. Newborn children must be reported to the Refugee Aid Centre. Please provide them with a copy of the birth certificate so that your child can be registered.

### Notification to the registry office

Newborn children must be registered at the <u>registry office</u>. Do you live in accommodation? Then the birth must be reported to the management. The maternity clinic will register the birth with the registry office. There you will receive the (provisional) birth certificate for your child. Bring your identity card with you. You will also need the birth certificate from the clinic. Are you married? Bring your marriage certificate with you.

 $\mathcal{P}$  Please only bring original documents. If your documents are in a foreign language, an officially certified German translation is required.

**&**Do you live in shared accommodation? Give your accommodation manager a copy of your birth certificate. Your child will then be registered.

#### **Recognition of paternity**

If you are not married, you can have paternity recognised together with the child's father before the birth and declare joint parental custody at the <u>youth welfare office</u>. The father will then also be entered on the birth certificate.

### Counselling

The birth of a child is a special experience for every mother and father. Parenthood brings new and sometimes difficult situations. Parents who need or want professional counselling, guidance and support are not alone in Erlensee:

#### Pregnancy counselling and pregnancy conflict counselling

Even during pregnancy, you can obtain information from pregnancy counselling centres about the changes in the legal and financial situation before and after the birth. Counselling can be sought individually or as a couple on all questions relating to pregnancy, birth and becoming a parent. Pregnancy counselling centres offer you information, advice, support and guidance as parents-to-be. You can also obtain information on protection against dismissal, maternity protection, maternity pay, the Federal Foundation Mother and Child, parental allowance, parental leave, finding a midwife and much more.

If you have an unplanned pregnancy and are considering terminating it, pregnancy conflict counselling centres offer you a place where you can talk about your situation. These counselling centres have a legal mandate to support you in your decision-making process. The decision as to whether or not to carry the pregnancy to term is yours alone. Upon request, you can receive the counselling certificate required for a penalty-free abortion in accordance with § 219 StGB (German Criminal Code) after the counselling session. Partners often also find themselves in a crisis in the event of an unplanned or unwanted pregnancy. They can also arrange free counselling sessions in such a situation.

You can get**counselling**, for example, from

Pro Familia Counselling centre Hanau ♥<u>Vor dem Kanaltor 3, 63450 Hanau</u>





# **€**0618121854 @hanau@profamilia.de

Consultation hours:
 Monday and Tuesday 15:00 to 18:00
 Wednesday and Friday 9:00 to 12:00

Information in many languages is available here.

### Paediatricians

There are ten early detection examinations (U1 to U9 and J1). This means that the child is examined regularly up to the age of 6. The paediatrician monitors your child's development. The U1 (examination after birth) and U2 examinations usually take place in the clinic. For further examinations, you must make an appointment with your paediatrician.

 $\ensuremath{\mathbb{Q}}$  Proof of complete early detection examinations may be requested when registering for daycare.

# **Birth preparation**

Some midwives offer antenatal and postnatal courses. In a birth preparation course, you will be comprehensively prepared for the birth of your child. At the same time, you can socialise with other pregnant women.

In a postnatal course, you strengthen the muscles of your back, abdomen and pelvic floor. It should be attended at the earliest 4 to 6 weeks after the birth.

Midwives are also available to help you with breastfeeding problems, for example.

The costs of midwife assistance and antenatal care are covered by health insurance.

You can find a list of midwives in the MKK here.

# After the birth

Newborn children are registered by the maternity clinic at the registry <u>office</u> in your town. You will receive the birth certificate for your child at the registry office.

#### **Postnatal courses**

Postnatal courses specifically strengthen the pelvic floor and train the spinal muscles. This is important to avoid pain later on. Midwives often offer postnatal courses. You can start around 6 to 8 weeks after the birth. Ask your midwife, gynaecologist's practice or a counselling centre for help in finding a course.

#### Midwife

Midwives support women and their families from the beginning of pregnancy to the end of breastfeeding. Midwives provide counselling during pregnancy, can help with the birth, introduce breastfeeding after the birth and also take care of the woman's physical and psychological recovery. Any woman can call on the help of a midwife. Most services are covered by health insurance.

# **Financial support**





You can find information on financial assistance here.

# Early help

#### Support and counselling for parents and children

The first few years are formative for your child's development. Do you want to do everything right and are reaching your limits? You have lots of questions about your child and would like advice and support on topics such as

- Sleeping,
- eating,
- crying,
- occupation

Are you grappling with your role as a parent and are sometimes unsure whether you can manage everything or are even doing something wrong?

Don't worry, the Early Help Centre is here to support you!

They coordinate family health and paediatric nurses (FGKiKP) who can visit you at home or give you advice over the phone.

This service is funded by the Federal Foundation for Early Help and is absolutely free of charge for you!

The FGKiKP is bound to confidentiality.

What is early help?

- Locally and regionally coordinated support services for parents and children from the beginning of pregnancy and in the first years of the child's life (0-3 years).
- They aim to improve the development of children and parents in the family and society at an early stage and in the long term.
- They offer support in everyday life to promote the relationship and parenting skills of mothers and fathers.
- They make a significant contribution to the healthy development of children and safeguard their rights to protection and support.

#### ask Family Counselling Centre

Am Pedro Jung Park 11, 63450 Hanau
 0618127066620
 info@ask-familienberatung.de
 ask-hessen.de/unser-angebot/familienberatung

**Baby consultation hours** for parents with babies: Friday from 13:00 to 15:00, with or without an appointment **Eamily midwives** and family health and paediatric purses

Family midwives and family health and paediatric nurses

#### On-site advice from the ask family advice centre in Erlensee

For several years now, the ask family advice centre (Albert-Schweizer-Kinderdorf Hessen e.V.





from Hanau), in cooperation with the family centre of the municipal <u>KiTa "An der Gende"</u>, has been offering Erlensee parents advice on all questions and concerns relating to the family. Please make an appointment in advance:

**6**<u>0618127066620</u>

@info@ask-familienberatung.de

The counselling takes place every Wednesday from 8:30 am to 11:30 am.

### Vaccinations

Vaccination is not compulsory in Germany. This means that every adult can decide for themselves and parents can decide for their underage children which infectious diseases they want to protect themselves and their children against through immunisation.

However, there are vaccination recommendations for the population depending on age, state of health, pregnancy and risk. This information can be found on the website of the Federal Ministry of Health and on the website of the Federal Centre for Health Education.

Doctors can provide help and reassurance when making this decision. You can also find information here:

### **<u>RKI website</u>**

You can also discuss this in detail with your doctor.

# Measles vaccination

In Germany, there is a compulsory vaccination for school and kindergarten children. The Measles Protection Act has been in force since 1 March 2020. School and kindergarten children should be effectively protected against measles.

The law stipulates that all children from the age of one must have the recommended measles vaccinations when they start school or kindergarten. Proof of the measles vaccination must also be provided if the child is being looked after by a childminder.

**Eurther** information

# Leisure, culture and sport

#### Offers for children and young people

#### Playgrounds

There are many playgrounds for children in Erlensee. The playgrounds do not cost any money to play there. They are open to everyone. Children can play, slide and have fun here.

Playgrounds are designed to strengthen social behaviour and promote children's development.

- Roman playground
- Nelly-Sachs-Straße





- Brehmstraße
- Playground at the town hall
- Biggleswadestrasse
- Limes Park

### Sport and exercise

Would you or your children like to take part in sport and find out about what's on offer in Erlensee?

Then you've come to the right place!

Sport offers many opportunities to get together. People of all ages, backgrounds, religions and social statuses come together to play sport. These shared experiences quickly create a feeling of solidarity.

### Sports clubs

There are many sports clubs in Erlensee (football, handball, gymnastics, dancing and much more). You have to become a member of the sports club and pay an annual fee. Then you can take part in training there. Ask if you can come along and introduce yourself or go to the training times and ask for a trial training session.

There are programmes for children, for women and for everyone.

You can find a list of all the clubs in Erlensee here.

# Erlensee public library

If you like reading, you can go to the library. Libraries are places where you can read. You can also borrow books and other media and take them home for a certain period of time.

In order to borrow media, you need a library card. You will need to bring proof of identity with you (e.g. ID card, residence permit, tolerated stay permit, passport). You must also pay a fee to borrow media. The annual fee for the Erlensee public library is €12.00 per adult. You usually have to pay the fee once a year. Reading on site is free of charge. Children and young people up to the age of 18 do not have to pay.

There are different loan periods for the media. Books, for example, must be returned after four weeks.

 $\mathbb{Q}$  If you do not return the media on time, you will have to pay high fees!

#### **Erlensee public library**

Langendiebacher Straße 35a, 63526 Erlensee
 061839151520
 buecherei@erlensee.de
 Erlensee public library





© <u>Opening hours:</u> Monday: closed Tuesday: 10:00 to 14:00 Wednesday: 9:00 to 13:00 Thursday: 14:00 to 19:00 Friday: 13:00 to 17:00 Saturday: 9:00 to 12:00

## Adult education centre

Adult education centres (vhs) are institutions with educational programmes primarily for adults. However, there are also programmes and courses for families.

The programmes offered by adult education centres cover many topics, for example culture, foreign languages, politics and society, jobs and careers, art and design, music, health and media. There are individual events, but also courses that take place regularly over several weeks.

If you want to take part in a course, you have to register and pay a fee. People with little money usually receive a discount.

Erlensee does not have an adult education centre. Our neighbouring town of Hanau does. It is also easy to reach by public transport.

## Hanau Adult Education Centre: <u>https://www.vhs-hanau.de/</u>

## Clubs

Clubs are very important in Germany. You meet other people. They offer the opportunity to have common goals. These goals can be different. Sports clubs are particularly popular.

Clubs in Erlensee offer many different opportunities.

Clubs build bridges between people. This makes it quicker and easier for you to settle into your new home.

Clubs offer a good opportunity to get to know people with similar interests. Have fun together and make new friends. Anyone can become a member of an association. Members pay a membership fee. Children and young people up to the age of 18 can receive a subsidy via the <u>education package</u>.

#### You can find an overview of the clubs here.

## Festivals and events

There are various festivals and events in Erlensee.

You can find an overview<u>here</u>.

# Further leisure activities:

#### Sport for women





## An offer "Sport and refugees"

Mondays from 7 pm. Meeting point SLimespark

Fridays from 7 pm. Meeting point Roman playground

#### Sport for children (from 8 to 14 years)

#### An offer from the 1988 Erlensee wrestling club

Tuesdays and Thursdays from 6 pm to 7.30 pm. Meeting point Kita am Rathaus

## Sport for adults

## An offer from the 1988 Erlensee wrestling club

Tuesdays 7.30 pm to 9.00 pm. Meeting point Kita am Rathaus

## <u>Football</u>

## An offer from the 1988 Erlensee wrestling club

Children: (by appointment) Tuesdays 4.30 p.m. to 6.00 p.m.

Adults: Saturdays 4.30 p.m. to 6.00 p.m.

Meeting point Limespark

#### International women's and children's club

#### An offer from the Faml

every Wednesday from 3.00 pm to 6.00 pm. Meeting point Kita at the old town hall

#### Meeting café

## An offer of the Bürgerverein Soziales Erlensee e.V.,

every last Saturday of the month from 3.00 pm to 6.00 pm. Meeting point Kita am alten Rathaus

# Immigration and asylum

## **General information**

The app does not replace a visit to a counselling centre or a lawyer, as the legal situation can change at short notice due to new court rulings. Although the contents of the app are updated regularly, you should always seek legal advice if you have serious problems.

If you come to Germany and live, study and work here or seek protection (asylum), there are many different laws and regulations. They determine whether you need a visa and receive a residence permit and whether you can work. The decisive factor here is your country of origin and the purpose of your stay. As every person's circumstances and requirements are different, only general information can be given here. You should always seek personal advice.





Important information on life in Germany (residence, school, studies, law, work) can be found on the following pages and in several languages in the brochure <u>"Welcome to Germany"</u> and on the <u>handbook germany</u> website.

Skilled workers from abroad can find special information on Make-it-in-Germany.

If you have fled and are seeking protection under asylum law, you can find information here.

## Travellers from the EU

# Travellers from the EU

If you are a citizen of an EU member state, you can generally enter Germany. This is legal. You can live and work there. This is regulated by the law on freedom of movement.

You must then register at the residents' registration office where you live. To do this, you need a valid identity card or a valid passport from your country of origin.

You have the right to freedom of movement:

- Employees
- employees
- self-employed persons
- Trainees
- students
- Jobseekers (for a period of up to 6 months)
- Persons not in gainful employment with adequate health insurance cover and sufficient means of subsistence
- EU citizens or family members with a permanent right of residence
- Family members if you are accompanying or joining the EU citizen

If you move to Germany, you must register with the <u>city or municipality</u> in which you live within two weeks.

You will need your passport or identity card for this.

Are you renting?

Ask your landlord for a landlord's certificate(wohnungsgeberbescheinigung\_einwohnermeldeamt.pdf).

You do not need a work permit.

After five years you can obtain a permanent residence certificate for Germany.

Find out which documents you need from the immigration office.

Family members travelling with you or following you (spouses, registered partners, children under 21) are also entitled to freedom of movement.





If the family members are from a third country and do not live in the Schengen area, they need a visa to enter the country.

If they are in Germany, they need a residence card from the <u>immigration office</u>. After five years, you can apply for a permanent residence card.

You will need documents (marriage certificate, birth certificate) to prove that you belong to a family. These must be international documents or translated into German and notarised by a sworn interpreter.

You can find important information on residence in several languages at

Swww.eu-gleichbehandlungsstelle.de

www.bamf.de

www.bmi.bund.de

www.make-it-in-germany.com

## Asylum procedure

## Who can be granted asylum?

The right to asylum is regulated in Article 16a of the Basic Law. The right only applies to foreigners.

Germany can grant protection to refugees through the asylum procedure. The right of residence can also grant protection under various conditions. There are four types of protection:

#### Recognition as a person entitled to asylum:

People who are recognised as persons entitled to asylum or as refugees under the Geneva Refugee Convention are granted a residence permit. This permit is limited to three years.

#### Recognition of refugee status

Foreigners can be recognised as refugees within the meaning of the Geneva Refugee Convention. They are recognised if their life or freedom is threatened in their country of origin. This can be due to race. The threat may also be due to religion or political conviction.

#### Granting of subsidiary protection

Subsidiary protection is granted if neither refugee protection nor the right to asylum can be granted and there is a threat of serious harm in the country of origin. People are eligible for subsidiary protection if they have important reasons for believing that they are in danger in their country of origin and cannot claim the protection of their country of origin. Persons entitled to subsidiary protection initially receive a residence permit. The duration is limited to one year.

#### Determination of prohibition of deportation

If the three forms of protection are not available, a prohibition of deportation can be issued for certain reasons. Persons with a ban on deportation are also initially granted a residence permit. The duration is limited to one year.





# After arriving in Germany

# What happens after your arrival in Germany?

There is a prescribed procedure for this:

1. if you are without entry papers, you can apply for asylum at the border. If you have entered the country without authorisation, you must quickly report to a reception centre or the immigration authorities or apply for asylum at the local police station.

2 You will then be accommodated in an initial reception centre. Depending on your country of origin, you can stay in reception centres for up to six months or until your application has been decided.

3. you will be registered at the initial reception centre and briefly questioned about your reasons for fleeing. You will receive a temporary document that allows you to stay in Germany. The document is valid until a decision has been made on your asylum application. You will be examined by a doctor.

4 During the asylum procedure, you will be interviewed personally by a member of staff at the Federal Office for Migration and Refugees (BAMF) about your reasons for fleeing. After a certain length of stay in the initial reception centre, you will be assigned to a district and housed in accommodation there. This may be a room in shared accommodation, in a large house or in former hotels or guesthouses.

# Application for asylum

If you are registered in German and live in shared accommodation, here are the next steps you need to take.

# 1. Personal application for asylum

- You apply for asylum at the BundesAmt für Migration und Flüchtlinge (BAMF; Federal Office for Migration and Refugees).
- Asylum counselling can provide important information on the asylum process. The refugee and integration advice service is responsible for this.
- **Important**: You can only submit your application in person. In other words, you cannot send this application by post.
- You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not received an appointment, ask your accommodation facility management team

# 2. First interview appointment (asylum application)

After your first appointment, you must present yourself at the <u>Bureau for Foreigners</u> (Ausländerbehörde) .

# 3. Personal hearing





The second interview appointment is the actual hearing. The BAMF then decides whether to accept your asylum application. They will send you their decision. This letter will contain a detailed description of the reasons for their decision.

## a) The decision is negative

- If the decision is negative and you wish to challenge it (i.e. you disagree), go immediately to your <u>Asylum Counselling Service</u>. There they will discuss with you what you can do, and you may be referred to specialist lawyers. For example, you can appeal the decision.
- Would you prefer to voluntarily leave Germany? Then you can get financial support to help you make a new start in your home country.

## b) The decision is positive, meaning that you are recognised as an asylum seeker. The next steps are:

Probationary certificate (Fiktionsbescheinigung) or electronic residence permit (eAT): You have received a positive decision from the BAMF. You now need to arrange an identity document or equivalent immediately. You will receive this from the <u>Residents'</u> <u>Registration Office (Immigration Office) (Einwohneramt, Ausländerbehörde).</u> Job Centre: You will no longer receive your money from the "Sozialamt" (Social Welfare Office); instead, you have to apply at the <u>"Jobcenter" (Job Centre</u>).

## **Residence documents Asylum**

Everyone in Germany has an ID card. This ID helps to identify people. As an asylum seeker, you also need an ID card. This allows the authorities to recognise your status. Your status determines whether you are allowed to work or not.

# There are 6 different documents:

# **1. proof of arrival**

#### Status: Asylum seeker

Background: You have told the authorities that you need asylum. The authorities have registered you in the system. However, you have not yet applied for asylum. This card is valid until you submit your application. You submit the application to the Federal Office for Migration and Refugees (BAMF).



# 2. residence permit





## Status: Asylum seeker

Background: You have applied for asylum. A group of people will decide on your application. This often takes a very long time. This permit is valid until the decision is made. The Federal Office for Migration and Refugees (BAMF) decides on the asylum application. Has your application been rejected as unfounded? Then you can appeal against it. You can do this at the administrative court. You are allowed to stay in Germany until the administrative court has made a decision.

This permit says whether you are allowed to work. The permit says where you can live.

- Would you like to work? Do you need a permit for this? You can get this from the <u>Foreigners' Registration Office</u>. Your employer or you as an employee can apply for this.
- Would you like to find work? Go to the Employment Agency
- Do you need financial help? Go to the social welfare office



# 3. fictitious certificate

## Status: Recognised refugees

Background: You have submitted an application to the foreigners authority. This application is intended to extend your right to stay. The authority then often issues a certificate. This certificate authorises you to stay. This is important because your application has not yet been processed.



# 4. residence permit

Status: Recognised refugees Background: Your application for asylum has been accepted

The residence permit is a temporary residence title. It is issued for a specific purpose.

- You can later obtain an unlimited right of residence (settlement permit)
- You have unrestricted access to the labour market
- The job centre can arrange work and social benefits for you







# 5. tolerated stay

## Status: Tolerated person

Background: Your application for asylum has been rejected

With a tolerated stay you will not be returned to your home country. The tolerated stay is granted for a certain period of time. Sometimes deportation is impossible for legal, factual, humanitarian or personal reasons.

- There is a general rule. This allows certain groups to be tolerated for a maximum of 3 months. You cannot be returned to your home country for this period.
- A work permit is generally required. You can apply for this at the <u>Foreigners' Registration</u> <u>Office</u>.
- Would you like to find work? Go to the <u>employment agency</u>
- Do you need financial help? Go to the social welfare office



# 6. settlement permit

Status: Permanent residence permit (highest degree of permanence)

The settlement permit is the only permanent title and authorises you to take up any gainful employment.







# Clarification of identity

# **Clarification of identity**

## Have you travelled to Germany without a passport?

The authorities need to know who you are:

- what your name is
- when you were born and
- which country you come from

This is called identity. You need **proof** of this. The best proof is your passport from your home country. If you do not have a passport, you can alternatively present other identity documents (e.g. ID card, citizenship certificate, birth certificate, driving licence, etc.) as proof.

In Germany, all foreign nationals are **required to** have a passport (§ 3 AufenthG).

If you do not have a passport, you are obliged to obtain one. What counts is your co-operation in obtaining a passport. This is because your co-operation in obtaining a passport or in clarifying your identity can be taken into account by the immigration authority when it comes to decisions under immigration law.

# Passport requirement in the asylum procedure

During the asylum procedure, the immigration authority cannot demand that you obtain a passport, but the passport obligation still applies, for example, it is fulfilled by possession of a substitute identity document (§ 3 AufenthG).

# Family asylum and international protection for family members

You have been given asylum in Germany. A member of your family also needs asylum. You can apply for asylum for them. Your family member will get the status of a protected asylum seeker.

When it comes to family asylum, family members are:

- spouses or registered partners,
- any underage, unmarried children,
- the parents of underage, unmarried children
- other adults who are the registered guardians of underage, unmarried children
- the underage, unmarried siblings of minors.

 $\ensuremath{\mathbb{Q}}$  Parents must have custody of their children. That means they must be able to look after their children.

Do you want to bring your husband or wife with you to Germany? You must already be married in your home country. Then your husband or wife can also get asylum. Your marriage must be recognised in Germany. His or her asylum application must be submitted before or at the same time as your application. You must have the status of a protected asylum seeker.





# **Born in Germany:**

Have you already applied for asylum? Since then, have you had a child in Germany? You can submit a separate asylum application for your child. The asylum process for you or your partner must still be ongoing. Tell the Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge – BAMF) about the birth of your child. Alternatively, the Immigration Office (Ausländerbehörde) can tell the BAMF. The asylum application is then automatically considered submitted. Parents can submit their own reasons for asylum for their child. If this is not done, the same reasons as those of the parents will apply. If your application is rejected by the BAMF, you can still appeal the decision.

In addition, for the protection of the child, under-age children cannot be separated from their parents if an application has been rejected.

You can find more information on this at the BAMF.

## Family reunification website (BAMF)

## Central return counselling

Do you want to return to your home country before the BAMF has decided on your asylum application? You don't know how to get your passport back or you need financial help for your return journey? The Central Return Counselling Service (ZRB) will advise you on ways to voluntarily return to your home country. The counselling is open-ended. This means that you decide for yourself after the counselling whether you want to leave voluntarily or not.

You can find more information here:

Return counselling centre in your area
 Multilingual information material: Return Home
 Online portal for voluntary return

## Immigration of skilled labour from third countries

There is a law for the entry of refugees. The law is called the Skilled Labour Immigration Act. The law facilitates entry and residence in Germany for employment as a skilled worker from third countries (i.e. neither citizens of an EU nor EEA member state).

## What are skilled workers?

- Persons with specialised vocational training
- Persons with academic training. This is also called a degree programme.

Employment is then possible in the profession for which the qualification matches. However, you can also work in similar professions. Skilled workers with an academic qualification can not only work in jobs that require a university degree. They can also work in other professions. In professions that do not require an academic qualification.

The**requirements** for employment as a skilled worker are

• the job is a qualified occupation





- the qualification (training or studies) is recognised in Germany Exception: IT specialists may also enter the country without training. Provided they can prove that they have already worked in the sector for several years abroad.
- German language skills are generally at least at language level B1 CEFR
- the employment contract for employment subject to social insurance contributions contains at least 35 working hours per week
- you are able to earn a living from your salary. There is no entitlement to social benefits.

# Even without an employment contract, skilled workers may come to Germany to look for work for a maximum of six months.

#### Prerequisites are, for example

- the qualification (training or studies) is recognised in Germany
- German language skills are generally at least at level B1 CEFR
- During the job search period, you must finance your own living expenses. There is no entitlement to social benefits.

# **Training and studies**

## If you have a training place, you can come to Germany.

#### The**requirements** are

- a concrete training place
- German language skills are generally at least at level B1 CEFR
- you can finance your own living expenses (no entitlement to social benefits).

# If you are looking for a qualified training place, you may enter Germany for six months.

#### Prerequisites are, for example

- German language skills are at least at level B2 CEFR
- Graduation from a German school abroad or a school leaving certificate with a university entrance qualification
- You are not older than 25 years
- You must finance your own living expenses (no entitlement to social benefits).

#### If you have a degree, you may enter Germany.

#### Prerequisites are, for example

- as a rule, it must be a full-time course of study
- · Admission to a state-recognised university
- Knowledge of the language of education (not necessarily German)
- You must be able to support yourself (no entitlement to social benefits).

#### If you are looking for a place to study, you may enter Germany for up to nine months.





#### Prerequisites are, for example

- school and language requirements for taking up a course of study must be met
- you must be able to support yourself (no entitlement to social benefits).

#### Further information:

- Further information on the immigration of skilled workers can be found here: <a href="http://www.make-it-in-germany.com">www.make-it-in-germany.com</a>.
- Further information on the recognition of foreign qualifications can be found <u>here</u>.

Further information on labour market access for skilled workers can be found in this app under the topic Labour market access -> Immigration of skilled workers

You can obtain**advice** from the <u>IQ Information Centre for Skilled Immigration in Central</u> <u>Hessen</u>, among others.

#### Asylum counselling and assistance

Advice on all issues relating to refugees and asylum in Erlensee:

#### City of Erlensee - Department of Social Affairs, Senior Citizens and Refugee Aid

9

Zum Fliegerhorst 1229, 63526 Erlensee

www.erlensee.de

Consultation hours:

Monday, 8.30 am - 12.00 pm and 2.00 pm - 5.00 pm Tuesday, 8.30 a.m. - 12.00 p.m. Thursday, 8.30 a.m. - 12.00 p.m. Friday, 8.30 a.m. - 12.00 p.m.

and by appointment





# Free legal advice on migration law, asylum law and social law:

- Goethe University Law Clinic
- Frankfurt Legal Aid Committee e.V.

