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## Everyday life and living

### The basics of everyday life

#### Basic values in Germany

The fundamental values in Germany are the basis for living together. These include, for example: human dignity, freedom, equality, democracy, the rule of law and solidarity. These values are enshrined in the Basic Law. They apply to all people who live in Germany.

All people in Germany must abide by the law

The most important legal basis in Germany is the **Basic Law**. It is the constitution of the Federal Republic of Germany. The Basic Law contains the fundamental rights. They apply to all people. No other law may violate these rights.

One particularly important principle is that human dignity is inviolable. This means that every person is of equal value. Human rights, equal rights and the freedom of every individual are core values in Germany.

An introduction to fundamental rights in Germany with brochures and short films can be found at this [link](#). The information is available in German, English, Farsi, French and Russian.

Germany is a federal state consisting of **16 federal states**.

Germany is a democratic state, which means that **all state power comes from the people**. Democracy is a central fundamental value in Germany. Citizens can have a say through elections and political participation.

Germany is a constitutional state. **The decisions of the state - the government - all offices and courts - are bound by the law**. The actions of the state can be scrutinised by the courts. The rule of law stands for justice, equal treatment and protection against arbitrariness. All people are equal before the law.

Germany is a welfare state. This means that, in principle, every citizen should provide for his or her own livelihood through work. However, the state helps people who cannot or can only partially support themselves. The welfare state is based on solidarity. This means that the stronger support the weaker.

These fundamental values form the basis for respectful and peaceful coexistence in Germany.

#### Bank 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 debits
- Cashing cheques, making cashless payments with an EC card
- Withdraw cash at the bank counter or from an ATM
- 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.

 [116 116](tel:116116)

 Around the clock.

 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. Also ask about a seizure protection account (P-account).

 If you do not speak German or English, please bring a translator with you.

## Living

### Requirements for a change of residence

### Shared accommodation

During the asylum procedure, most refugees in the district of Mettmann live in shared accommodation.

There are sometimes problems in shared accommodation. This is because too many people with different cultures, religions and habits live together in a small space. If you have problems in the shared accommodation, please contact the building management, the social welfare office in your town or the volunteer counsellors.

## **Approval to move (job centre)**

If you receive benefits from the job centre, there are specified values for the size of the flat and the price it may cost. Therefore, before you sign a new tenancy agreement, you must first submit an application for approval to pay the rent.

Do you want to continue living in the district of Mettmann?  
Then the ME-aktiv job centre is responsible as before.

Do you want to move to a town outside the district of Mettmann?  
Then the ME-aktiv job centre must first determine that the move is necessary.  
Once this has been done, you must submit an application to the new job centre in the new town for approval to pay the rent.

If there is an important reason for your move, you can also apply to the ME-aktiv job centre for financial support for the move itself. The job centre will then decide whether and how much money you can receive for the move.

## **Approval to move (social welfare office)**

Even if you receive money from the Social Welfare Office, there are specified values for the size of the flat and the price it may cost. Therefore, before you sign a new tenancy agreement, you must first apply for approval to pay the rent.

The city in which you want to move into the new flat is always responsible.

## **Residence requirement**

You will also receive a residence requirement with the allocation. This means that you can only look for a flat in the place to which you have been assigned. In exceptional cases (job or family), you can live elsewhere. You must submit an application for this. Find out more at the Foreigners' Registration Office.

## **Housing entitlement certificate (WBS)**

The housing entitlement certificate gives people with little money access to publicly subsidised housing, which is usually slightly cheaper than normal housing.

You can find all information about the Wohnberechtigungsschein (WBS) under the following link:


<https://www.mhkbd.nrw/themenportal/wohnberechtigungschein>


If you have a valid certificate of eligibility for housing (WBS), you can move into social housing.

- The size of the flat specified in the WBS is based on the number of people in the household.
- The WBS is valid for 1 year and is applied for in the city in which the applicant lives.
- A fee is usually charged for processing, but this is waived for recipients of social benefits.

The relevant contacts for your city can be found under the following links:

## City of Erkrath

 [Klinkerweg 7-9, 40699 Erkrath](#)

 [+49 \(0\) 211240750](tel:+49(0)211240750)

 [wohnungswesen@erkrath.de](mailto:wohnungswesen@erkrath.de)


 [Erkrath](#)

## City of Haan

 [Alleestr.8, 42781 Haan](#)

 [wohnungswesen@stadt-haan.de](mailto:wohnungswesen@stadt-haan.de)

 [Haan](#)

 Opening hours:


Monday to Friday from 8:00 am to 12:00 pm

Tuesday from 14:00 to 18:00

## City of Heiligenhaus

 [Hauptstraße 157, 42579 Heiligenhaus](#)

 [Heiligenhaus](#)

 Opening hours:


Mondays from 08:30 to 12:30

Thursdays from 08:30 to 12:30 and from 14:00 to 18:00

## City of Hilden

 [Am Rathaus 1, 40721 Hilden](#)

 [Hilden](#)

 Opening hours:


Tuesdays from 09:00 to 12:00

Thursdays from 15:00 to 18:00

## City of Langenfeld


 [Konrad-Adenauer-Platz 1, 40764 Langenfeld](#)

 [Langenfeld](#)


 Opening hours:

Mondays, Wednesdays, Thursdays and Fridays from 08:00 to 12:00

## City of Mettmann

 [Neanderstr. 85, 40822 Mettmann](#)

 [Mettmann](#)

 Opening hours:

Thursdays and Fridays from 9.00 a.m. to 12.00 p.m.

## City of Monheim am Rhein

📍 Rathausplatz 2, 40789 Monheim am Rhein

🌐 [Monheim am Rhein](#)

🕒 Opening hours:

Mondays and Thursdays from 08:00 to 12:00

Fridays from 08:00 to 11:30

## City of Ratingen

📍 Minoritenstr. 2-6, 40878 Ratingen

🌐 [Ratingen](#)

🕒 Opening hours:

Mondays 08:30 to 12:00

Tuesdays 08:30 to 12:00 and 14:00 to 16:00

Thursdays 08:30 to 12:00 and 14:00 to 18:00

Fridays 08:30 to 12:00

## City of Velbert

📍 Thomasstr. 1, 42551 Velbert

☎ [+49 \(0\) 2051262292](tel:+4902051262292)

✉ [wohnen@velbert.de](mailto:wohnen@velbert.de)

🌐 [Velbert](#)

## City of Wülfrath

📍 Am Rathaus 1, 42489 Wülfrath

☎ [+49 \(0\) 2058180](tel:+4902058180)

✉ [sozialamt@stadt.wuelfrath.de](mailto:sozialamt@stadt.wuelfrath.de)

🌐 [Wülfrath](#)

🕒 Opening hours:

Mondays to Fridays 9.00 am to 12.00 pm

Tuesdays 13.30 to 16.00

Thursdays 1.30 p.m. to 5.00 p.m.

## Applying for a flat

If you see an advert for a vacant flat online or in the newspaper, you must call the office or send an application by email. In the text you write all the important information about yourself and the people who want to move in with you. This includes, for example, how old you are, how many people you would like to move into the flat with and how you would like to pay for the flat. You can find examples of websites on the Internet by searching for the words "flat application".

## Flat search

On the Internet, you can use the words "rent a flat" to find websites offering vacant flats.

When looking for a flat, pay attention to the Job Centre's requirements.

Remember that there is no free counselling service for finding accommodation. Assistance organisations and public agencies only provide limited help in finding accommodation.

## **Viewing the flat**

You can find websites on the Internet with the words "Checklist for viewing a flat", where you will find detailed examples. Take another person with you.

Bring the following documents with you to the flat viewing:

- Your identity document
- Proof of your employment
- Your SCHUFA information (not older than three months)
- Possibly proof from the job centre

## **Financing of the flat (rent and furniture)**

### **Basic information on renting**

What is included in the rent?

- The basic rent. This is the pure price for the flat.
  - The service charges. This is the price for water, rubbish collection and other things.
- The costs for the rent can be covered by your job centre or social welfare office.

What is not included in the rent?

- The cost of electricity
- The cost of telephone
- The cost of television and internet.

You must always pay these costs yourself.

Look for a provider for electricity, telephone and Internet. There are many different providers. There are different offers and prices. Compare the offers carefully. Seek advice before you sign a contract.

Use water, electricity and heating sparingly. This will save you money.

### **Costs of the flat**

In principle, you have to pay for your flat yourself.

Do you have your own job but earn very little money? Then you may be entitled to housing benefit. You can check whether you are entitled to housing benefit via the [Wohngeldrechner](#) check.

You can apply for housing benefit at the municipal administration of the city in which you live. The addresses of the housing benefit offices are the same as for the housing entitlement certificates. You can find the links further up on this page.

## **Before the move (job centre and social welfare office)**

The Job Centre will cover the costs of rent and heating as long as you do not have a job or cannot support yourself and your family on the money you earn from your work. The job centre determines how much a flat may cost.

The social welfare office also covers the costs and determines how much the flat may cost.

### **IMPORTANT:**

- First go to your job centre or social welfare office.
- Tell them that you want to move into a new flat. You will receive a form.
- Have the landlord or landlady fill out the form. Do not sign the tenancy agreement yet.
- Go back to your job centre or social welfare office. They will tell you whether the rent for the flat will be paid.
- The rent will be paid? Good!
- Now go back to the landlord or landlady.
- Sign the tenancy agreement.

Then you can apply for money for the move. You can apply to the job centre for initial furnishings. If you do not yet have any furniture, this includes a bed, a fridge and a washing machine, for example. You can find lists of these items on the Internet. Social department stores offer the opportunity to buy used furniture at a low price. These can be found in almost every city. You can find the links to the social department stores on the "Shopping" page in this app.

## **Tenancy agreement & rights and obligations**

### **Tenancy agreement & deposit**

Translate any words in the tenancy agreement that you do not understand. Check the rent amount, whether your name, address and account details of the landlord are correct. Ask for a telephone number so that you can call the landlord if there are any problems in the flat.

Landlords require a deposit from you. A deposit is a sum of money that you pay to the landlord before moving into the flat and that you get back when you move out.

You only get the money back if the flat is left clean and undamaged.

In some cases, the job centre or social welfare office can cover the costs of a deposit on credit. You must clarify this with the case worker beforehand.

### **Rights and obligations**

The landlord may not move into the flat without your knowledge. If you sign the tenancy agreement, you are obliged to pay the rent and ancillary costs on time. If you fail to do so, the landlord may terminate the tenancy agreement and you will have to move out of the flat.

Some houses are built in such a way that they are very noisy. In these flats, your neighbours will quickly feel disturbed if you listen to loud music, run the washing machine or watch TV. To prevent this from happening, ask the landlord if there are house rules. If so, these will set out

the rules for living with your neighbours. If there are no rules, the quiet hours from Monday to Saturday 22:00 - 06:00 always apply in Germany. These apply all day on Sundays and public holidays. Pay attention to the cleaning schedule and make sure you put your rubbish in the right bin.

Tenants' associations and consumer advice centres can help and advise you in the event of a dispute about the flat.

## Before and after the move

The notice period for the previous flat is important before moving. As a rule, this is three months. Everything else must be discussed with the landlord beforehand.

Arrange an official handover date for both flats. The keys will then be handed over and a handover protocol written. This document also contains the meter readings (electricity, possibly gas and water).


You can find more information [here](#).

## Help and advice centres

There are also various advice centres in the towns of the Mettmann district that can help with housing issues. These are usually run by welfare organisations and not by public authorities.

Use the following links to find the advice centre responsible for your town:


### Cities of Erkrath, Haan and Mettmann

 Lutterbecker Straße 31 40822 Mettmann

 [+49 \(0\) 2104807564](tel:+49(0)2104807564)

 [@wohnungsloshilfe@caritas-mettmann.de](mailto:wohnungsloshilfe@caritas-mettmann.de)

 [Caritas im Kreis Mettmann e.V.](#)

 Opening hours:

Monday to Thursday from 9:00 am to 12:00 pm


Wednesday from 14:00 to 17:00


Here you can get help & advice with

- Housing search,
- securing accommodation,
- Issuing certificates of accessibility, which make it possible to receive unemployment benefit II and other integration aids,
- Integration assistance,
- account management, help with forms,
- Accompaniment to authorities,
- Referral to other specialist counselling centres internally and externally, e.g. debt counselling, addiction counselling,
- Placement in outpatient and inpatient assisted living, which is a possible form of help if you have great difficulties with living on your own,
- the realisation of legal entitlements,

- the (re)establishment of social and family relationships.


## Cities of Heiligenhaus, Velbert and Wülfrath

 Oststr. 38, 42551 Velbert

 [+49 \(0\) 20512595272](tel:+49(0)20512595272)

 [@heike.dalbeck-wege@bergische-diakonie.de](mailto:heike.dalbeck-wege@bergische-diakonie.de)

 [Bergische Diakonie Niederberg](#)

 Opening hours:

Mondays and Tuesdays from 09:00 to 12:00

Thursdays from 09:00 to 12:00 and 14:00 to 17:00 and by appointment


Here you can get help and advice with


- Negotiations with the landlord,
- Applications to secure rent payments,
- the settlement of existing rent debts,
- the search for a new flat,
- Accompaniment to authorities,
- a postal address,
- the possibility of a new start.

## City of Hilden

 [+49 \(0\) 21037892410](tel:+49(0)21037892410)

 [@wohnungsnotfallhilfe@spe-muehle.de](mailto:wohnungsnotfallhilfe@spe-muehle.de)

 [SPE Mühle](#)

 By telephone or e-mail:


Mondays from 8.00 to 11.00 a.m.


Thursdays from 14.00 to 17.00

Here you can get help and advice on the following topics:

- Rent or utility bills can no longer be paid,
- a notice of termination by the landlord is imminent or the flat has already been terminated,
- an eviction action is imminent or has already been announced by a bailiff,
- homelessness,
- general help with social counselling issues.


## Langenfeld

 Solinger Str. 70, 40764 Langenfeld

 [+49 \(0\) 21733947638](tel:+49(0)21733947638)

 [@fachberatungsstelle@skf-langenfeld.de](mailto:fachberatungsstelle@skf-langenfeld.de)

 [Sozialdienst katholischer Frauen e.V. Langenfeld](#)

 Opening hours:

Mondays to Fridays from 09:00 to 13:30 and by appointment

## Hilden

📍 Kirchhofstraße 18, 40721 Hilden

☎ [+49 \(0\) 21733947638](tel:+49(0)21733947638)

✉ [fachberatungsstelle@skf-langenfeld.de](mailto:fachberatungsstelle@skf-langenfeld.de)

🕒 Opening hours:

Mondays from 10:30 to 13:30

Thursdays from 10:30 to 13:30 and by appointment

## Monheim on the Rhine

📍 Ernst-Reuter-Platz 20

☎ [+49 \(0\) 21733947638](tel:+49(0)21733947638)

✉ [fachberatungsstelle@skf-langenfeld.de](mailto:fachberatungsstelle@skf-langenfeld.de)

🕒 Opening hours:

Tuesdays from 09:00 to 12:00

Thursdays from 13:00 to 16:00 and by appointment

Here you will receive support for women and men aged 18 and over who are resident in Langenfeld and

- who do not have a secure tenancy,
- who are at risk of losing their home,
- who live in inadequate housing conditions.

Further services and projects:

- Specialist counselling
- Social counselling in the shelter
- Living (safely) again
- Outpatient assisted living is help that you can get if you have difficulties with your own housing.
- A home at last
- Online counselling

## City of Ratingen

📍 Stadionring 19, 40878 Ratingen

☎ [+49 \(0\) 21027116302](tel:+49(0)21027116302)

✉ [info@skf-ratingen.de](mailto:info@skf-ratingen.de)

🏠 [Sozialdienst katholischer Frauen e.V. Ratingen](#)

🕒 Opening hours:

Monday from 9:00 to 11:30 am

Thursday from 14:00 to 18:00 and by telephone appointment

Here you can get support for women and men aged 18 and over who live in Ratingen and

- who do not have a secure tenancy,
- who are at risk of losing their home,

- who live in inadequate housing conditions.

Further services and projects:

- Specialist counselling
- Social counselling in the shelter
- Living (safely) again
- Outpatient assisted living is help that you can get if you have difficulties with your own housing.
- A home at last
- Online counselling

## **Internet, WLAN and mobile telephony**

### **Mobile phone**

There are basically two different mobile phone contracts in Germany: Prepaid contract and fixed-term contract.

#### **The prepaid contract**

The prepaid contract has no fixed contract term. There is no basic fee and no minimum turnover. You can buy a SIM card in supermarkets, drugstores or petrol stations and top it up with credit as required. It is also possible to book mobile Internet usage.

#### **The fixed-term contract**

With a fixed-term contract, there is a minimum contract period. This means that you must conclude a contract for at least 12 or 24 months and pay a certain amount to the operator each month. At the end of the minimum term, you can cancel the contract. To do so, you must give written notice of cancellation in due time. You should be careful when mobile phones are offered at particularly low prices. Costs are often hidden in a fixed-term contract.

#### **10 important questions when signing a contract:**

- How high is the basic fee? Does the fee increase after a certain term?
- Is there a minimum monthly turnover?
- How long is the contract term (e.g. 12 or 24 months)?
- How long is the cancellation period?
- Are there fees for setting up, switching and cancelling?
- What is the billing cycle?
- How much does a minute cost (external / own network)?
- What are the acquisition costs for a mobile phone with and without a contract?
- What does the Internet network cost?
- What are the costs for calls abroad?

### **Internet**

Asylum seekers in Germany are not legally entitled to Internet access. However, WLAN is available in some accommodation centres. In consultation with the accommodation management, it may be possible to set up Internet access for you for a fee.

There is often free Wi-Fi in public places in public authorities, libraries, shops or restaurants.

An overview of the Freifunk sites in the district is available for the following towns:

[City of Erkrath](#)

[City of Haan](#)

[City of Hilden](#)

In the town of Monheim am Rhein, there is free WLAN in almost the entire town area.

## Contracts and debts

It can quickly happen that you get into financial difficulties. Concluding contracts that often incur costs over many months is particularly risky.


 **Never sign a contract if you don't understand everything!**

Examples of contracts with fixed terms and costs:

- Gyms: In most gyms, contracts run for at least 12 months. You then have to pay the membership fee every month.
- Mobile phone contracts: Most mobile phone providers have contracts with a 2-year term. (Exception: prepaid SIM cards are purchased without a contract).


## Debt counselling


If you do not pay your bills, you will incur debts. Debt counselling" can help you if you have financial problems. They will look with you at what has happened and help you to reduce your debts. Here you can find [general information about debt counselling](#) in various languages.


 It is important that you bring all your bills with you to the counselling session.

You can find contacts for debt counselling in your city here:

### City of Erkrath


 Hildener Straße 28, 40699 Erkrath

 [+49 \(0\) 21195072530](tel:+49(0)21195072530)

 [+49 \(0\) 21195072531](tel:+49(0)21195072531)








[SKFM Erkrath](#)

 Opening hours:






Tuesdays from 9 am to 12 pm

Thursdays from 9am to 12pm and by appointment  
Please call in advance so that you know which documents you should bring with you.





## City of Haan

 Breidenhofer Str. 1, 42781 Haan  
 [+49 \(0\) 21299509504](tel:+49(0)21299509504)  
 [@schuldnerberatung@caritas-mettmann.de](mailto:schuldnerberatung@caritas-mettmann.de)  
 [Caritas im Kreis Mettmann e.V.](http://Caritas im Kreis Mettmann e.V.)  
 Opening hours:  
Monday from 15:00 to 17:00  
Thursday from 8:30 to 10:30 am and by appointment







## City of Heiligenhaus

 Rheinlandstraße 24, 42579 Heiligenhaus im Seniorenzentrum St. Josef  
 [+49 \(0\) 210479493323](tel:+49(0)210479493323)  
 [@schuldnerberatung@caritas-mettmann.de](mailto:schuldnerberatung@caritas-mettmann.de)  
 [Caritas im Kreis Mettmann e.V.](http://Caritas im Kreis Mettmann e.V.)  
 Opening hours:  
Tuesday and Friday from 9:00 to 12:00




## City of Hilden

 Kirchhofstraße 18, 40721 Hilden  
 [+49 \(0\) 210320195](tel:+49(0)210320195)  
 [SKFM Hilden](http://SKFM Hilden)  
 By telephone appointment only

## City of Langenfeld





 Konrad-Adenauer-Platz 1, 40764 Langenfeld Rhld.  
 [@schuldnerberatung@langenfeld.de](mailto:schuldnerberatung@langenfeld.de)  
 [Stadt Langenfeld - Schuldnerberatung](http://Stadt Langenfeld - Schuldnerberatung)  
 By telephone appointment only  
 Mrs Steingaß: 021737942122  
 Mr Jungen: 021737942120

## City of Mettmann






 Lutterbecker Str. 30, 40822 Mettmann  
 [+49 \(0\) 210479493323](tel:+49(0)210479493323)  
 [+49 \(0\) 210479493333](tel:+49(0)210479493333)  
 [@schuldnerberatung@caritas-mettmann.de](mailto:schuldnerberatung@caritas-mettmann.de)  
 [Caritas im Kreis Mettmann e.V.](http://Caritas im Kreis Mettmann e.V.)  
 Opening hours:  
Monday from 9:00 to 12:00

Tuesday from 15:00 to 17:00 and by appointment






## Diaconia in the Düsseldorf-Mettmann church district

 Bismarckstraße 39, 40822 Mettmann  
 [+49 \(0\) 21042335311](tel:+49(0)21042335311)  
 [c.pless@diakonie-kreis-mettmann.de](mailto:c.pless@diakonie-kreis-mettmann.de)  
 [Diakonie Düsseldorf-Mettmann](http://Diakonie-Duesseldorf-Mettmann)

## City of Monheim am Rhein

 Friedenauer Str. 17c, 40789 Monheim  
 [+49 \(0\) 21732042000](tel:+49(0)21732042000)  
 [info@beratungscentrum.org](mailto:info@beratungscentrum.org)  
 [Beratungscentrum](http://Beratungscentrum)  
 By appointment only - make an appointment by phone

## City of Ratingen

 Düsseldorfer Str. 40, 40878 Ratingen  
 [+49 \(0\) 21027116100](tel:+49(0)21027116100)  
 [info@skf-ratingen.de](mailto:info@skf-ratingen.de)  
 [Skf e.V. Ratingen](http://Skf e.V. Ratingen)  
 By appointment only - make an appointment by phone

## City of Velbert, City of Wülfrath

 [Bergische Diakonie](http://Bergische Diakonie)

## Shopping

### Food

Most groceries in Germany are bought in a supermarket or at a market. You can usually find everything you need there. In some shops you can also buy foods that are eaten in other cultures. For example, Turkish, Arabic or Russian specialities can be found there.

### "Tafel"

In the towns of the district of Mettmann there is the "Tafel". You can buy food here if you receive money from the social welfare office or job centre. Bring your notification with you on your first visit. The food banks are only open at certain times.

**You can find the "Tafel" in your town here:**

## Erkrath

📍 [Hildener Str. 28, 40699 Erkrath](#) (access via Röntgenstraße)

🍴 [Tafel Erkrath e.V.](#)

🕒 **Food delivery: Tuesday and Friday from 11.00 am**

🕒 **New registrations: Tuesday and Friday 9:45 to 10:30 a.m.**

## Haan

**Freie evangelische Gemeinde**

📍 [Ellscheider Str. 46, 42781 Haan](#)

☎ [+49 \(0\) 21292628](#)

✉ [info@skfm-haan.de](mailto:info@skfm-haan.de)

🍴 [Haaner Tafel - SKFM Haan e.V.](#)

🕒 **Tuesdays 10:30 to 12:30**

💡 To use the food bank, you need a food bank card. For further information, please contact the team.

## Heiligenhaus

📍 [Rheinlandstraße 26, 42579 Heiligenhaus](#)

🕒 **Tuesdays from 12:00 to 14:00**

## Heiligenhaus, Velbert and Wülfrath

📍 [Mettmanner Str. 53, 42549 Velbert](#)

👤 **Mr Gribhofer**

☎ [+49 \(0\) 20514170042](#)

✉ [tafel.niederberg@bergische-diakonie.de](mailto:tafel.niederberg@bergische-diakonie.de)

🍴 [Tafel Niederberg Bergische Diakonie](#)

🕒 **Monday, Tuesday, Thursday and Friday from 09:00 to 13:00.**

**Additionally Thursday from 14:00 to 16:00.**

💡 To be able to use the food bank, you need a food bank card. You can use the Tafel with your Tafel card. There are set times when you can get the products. These times are based on the first letter of your surname.

## Hilden

📍 [Kirchhofstraße 18, 40721 Hilden](#)

🍴 [Die Tafel Hilden - SKFM Hilden](#)

☎ [+49 \(0\) 210320195](#)

🕒 **Tuesday from 10:00 to 12:30 (odd groups: 1, 3, 5, etc.), Thursday from 10:00 to 12:30 (even groups: 2, 4, 6, etc.)**

## Langenfeld

📍 [Solinger Str. 70, 40764 Langenfeld](#)

🍷 ["Die Tüte" - SkF Langenfeld e.V.](#)

🕒 **Monday and Wednesday from 09:00 to 13:30, Tuesday and Thursday from 09:00 to 14:30, Friday 09:00 to 12:30**

💡 To use the food bank, you need a food bank card. Arrange a counselling appointment in advance.

🕒 Tuesday and Thursday from 12.30 to 15.00

🕒 Only for people over 70 or with a disability of 80% or more: Monday: from 12:30 to 14:00

## Mettmann

📍 [Am Hügel 4, 40822 Mettmann - Gemeindezentrum](#)

☎ [+49 \(0\) 2104145427](#)

☎ [+49 \(0\) 21042335311](#)

✉ [s.wilde@diakonie-kreis-mettmann.de](mailto:s.wilde@diakonie-kreis-mettmann.de)

🍷 [Die Tafel Mettmann](#)

🕒 **Tuesday or Thursday from 9:30 am to 12:30 pm**

💡 Wednesday delivery service for customers with severe disability G / blind / dementia.

## Monheim on the Rhine

📍 [Brandenburger Allee 25, 40789 Monheim am Rhein - St. Johannes Haus](#)

🕒 **Tuesday from 10:15 am to 12:00 pm, Wednesday from 1:00 pm to 2:30 pm, Thursday from 12:00 pm to 1:30 pm**

📍 [Von-Ketteler-Str. 4, 40789 Monheim am Rhein - Baumberg](#)

🕒 Tuesday from 11:00 a.m. to 12:00 p.m.

🍷 [Die Tafel - SKFM Monheim](#)

## Ratingen

📍 [Am Stadion 1, 40880 Ratingen](#)

🍷 [Tafel Ratingen e.V.](#)

🕒 **Tuesday Group 1 from 12:30 to 13:30, Group 2 from 14:00 to 15:00**

🕒 **Thursday Group 3 from 12:30 to 13:30, Group 4 from 14:00 to 15:00**

🕒 **Saturday Group 5 from 12:30 to 13:30, Group 6 from 14:00 to 15:00**

💡 To be allowed to shop at the Tafel, you need a Tafel card. Would you like to get a Tafel card? Please keep to these times:

🕒 New registrations and/or renewals: Tuesday, Thursday, Saturday from 12:00 to 12:30.

Customers are divided into groups. Each group has its own shopping day.

## Velbert

### Bergische Diakonie

📍 [Mettmanner Str. 53, 42549 Velbert](#)

🕒 **Tuesdays and Thursdays from 12:00 to 14:00 and Fridays from 17:00 to 18:30**

Apostelkirche - Velbert am Berg

📍 [Jahnstr. 1, 42549 Velbert / Ecke Wichernstr.](#)

🕒 **Wednesday from 12:00 to 14:00**

Velbert Langenberg

📍 [Bonsfelder Straße 16, 42555 Velbert](#)

🕒 **Friday from 12:00 to 14:00**

💡 Home deliveries every second and fourth Saturday of the month

## Wülfrath

Evangelisches Gemeindezentrum Ellenbeek

📍 [Tiegenhöferstraße 14, 42489 Wülfrath](#)

🕒 **Mondays from 12:00 to 14:00**

## Clothing

There are many shops where you can buy new clothes. However, many people also like to buy good second-hand clothes. These clothes are still in good condition and look good. You can get them cheaper than new clothes. One of the shops where good second-hand clothes are sold is the "clothing banks". Some shops check whether the people who shop there have little money to spare. You should therefore bring your notice from the social welfare office or job centre with you when you go shopping for the first time.

You can find the "Kleiderkammer" in your town here:

## City of Erkrath

📍 [Hildener Straße 28, 40699 Erkrath](#)

☎ [+49 \(0\) 21195072510](tel:+49(0)21195072510)

🌐 [Rundum - SKFM Erkrath](#)

🕒 **Mondays to Fridays from 8:30 to 18:00**

💡 Here you will find clothing and shoes for adults and children.

In the household goods range you will find glass and porcelain, pots and cutlery, bed linen,

table linen and towels

### City of Haan

📍 Friedrich-Ebert-Str. 111-117 42781 Haan

☎ [+49 \(0\) 21295666262](tel:+49021295666262)

✉ [@info@kleiderkammer-haan.de](mailto:info@kleiderkammer-haan.de)

🏠 [Kleiderkammer Haan gGmbH](#)

🕒 **Monday and Tuesday from 09.30 to 11.30 and from 15.30 to 17.30,  
Thursday from 09.30 to 11.30 and 15.30 - 17.30  
2nd Saturday of the month from 9.30 to 11.30 am.**

💡 Here you can get clothes in good condition for adults and children, shoes and household goods free of charge or for a small fee.

### City of Heiligenhaus

📍 Hauptstraße 95, 42579 Heiligenhaus

🏠 [Stöberkiste](#)

🕒 **Mondays, Wednesdays and Fridays from 10:00 to 13:00, Tuesdays  
and Thursdays from 15:00 to 18:00**

💡 Here you can buy clothes in good condition for adults and children, shoes, toys for children and household goods.

### City of Hilden

📍 Benrather Str. 51, 40721 Hilden

🏠 [Kleiderkammer](#)

🕒 **Mondays from 15:00 to 19:00,  
Tuesdays from 10.00 a.m. to 12.30 p.m.,  
Wednesdays from 15:00 to 17:45,  
Thursdays from 10.00 to 12:30**

💡 Here you will find clothing for adults, bed linen and towels as well as household items.

### City of Mettmann

📍 Bahnstraße 20, 40822 Mettmann

☎ [+49 \(0\) 2104173090](tel:+4902104173090)

✉ [@kaufhaus@diakonie-kreis-mettmann.de](mailto:kaufhaus@diakonie-kreis-mettmann.de)

🏠 [Kaufhaus der Mettmanner](#)

🕒 **Monday to Friday from 09.00 to 18.00**

🏠 [Der Laden](#)

📍 Neanderstraße 68 -72, 40822 Mettmann

🕒 **Monday to Friday, from 09.00 to 18.00**

💡 Here you will find clothing and shoes for adults and children. Electrical appliances, consumer electronics, books, toys, bicycles and much more.

## City of Monheim am Rhein

📍 **Delitzscher Str. 2, 40789 Monheim am Rhein**

☎ **[+49 \(0\) 2173956951](tel:+4902173956951)**

✉ **[@peter.fassbender@skfm-monheim.de](mailto:peter.fassbender@skfm-monheim.de)**

🏪 **[Der Laden](#)**

🕒 **Monday to Friday from 9:30 am to 6:00 pm**

💡 Here you will find clothing and shoes for adults and children. Toys and children's books, CDs and DVDs. There is glass and china, pots and cutlery, bed linen, tablecloths, towels and decorative items.

## City of Langenfeld

📍 **Solinger Str. 63, 40764 Langenfeld**

🏪 **[prodonna](#)**

🕒 **Mondays to Fridays from 10:00 to 18:00**

💡 Here you will find clothing, household goods, home textiles, toys, accessories and decorative items.

[Kleiderladen](#)

📍 **Eichenfeldstr. 15-19, 40764 Langenfeld**

🕒 **Monday, Wednesday and Friday from 10:00 to 12:00,  
Tuesday and Thursday from 16:00 to 18:00**

💡 Here you can find good second-hand clothes and shoes for children as well as for adults. Toys, pushchairs and child seats. Costumes for the carnival can also be bought from time to time. Existing books are given away.

## City of Ratingen

📍 **Graf Adolf-Straße 7-9, 40878 Ratingen**

☎ **[+49 \(0\) 21027116901](tel:+49021027116901)**

✉ **[@rockundrolli@skf-ratingen.de](mailto:rockundrolli@skf-ratingen.de)**

🏪 **[Rock und Rolli](#)**

🕒 **Monday to Friday from 10:00 to 16:00, Saturday from 10:00 to 14:00**

💡 Women's, men's and children's clothing and shoes are available here.

## City of Wülfrath

📍 **Zur Loev 16, 42489 Wülfrath**

🏪 **[Der Laden](#)**

🕒 **Monday to Friday, from 09.00 to 18.00**

💡 The focus of the offer is on the needs of pregnant women and children. You will find everything from maternity clothes and baby equipment to children's furniture and toys.

## City of Velbert

📍 **Kaiserstraße 23, 42549 Velbert**

☎ [\*\*+49 \(0\) 205123339\*\*](tel:+490205123339)

🏠 [\*\*Das Gebrauchtwarenhaus\*\*](#)

🕒 **Mondays to Fridays from 09:30 to 18:00, Saturdays from 09:30 to 16:00**

💡 Here you will find clothing and shoes for adults and children as well as toys. In the household goods range you will find glass and china, pots and cutlery, bed linen, table linen and towels.

["Jacke wie Hose"](#)

📍 Oststraße 1, 42551 Velbert (in der StadtGalerie Velbert)

🕒 Monday from 15:00 to 18:00,

Tuesday, Wednesday and Thursday from 10:00 to 13:00,

Friday from 17:00 to 20:00

💡 Here you will find women's, men's and children's clothing as well as shoes and accessories.

"One shop"

📍 Kamper Straße 10, 42555 Velbert

Mondays to Saturdays from 09:00 to 12:30, plus Mondays, Tuesdays, Thursdays and Fridays from 15:00 to 17:30

**Sometimes it's good to take a look at what's on offer in a larger neighbouring town.**

### **Furniture**

Furniture can be used for a very long time. Nevertheless, many people buy new furniture even if their old furniture is still in good condition. This furniture is often sold cheaply or even given away. You can find such offers on the Internet in "classified adverts". But there are also so-called "social department stores" for furniture. Some shops check whether the people who shop there have little money at their disposal. Therefore, bring your notice from the social welfare office or job centre with you when you go shopping for the first time.

You can find such furniture shops in the Mettmann district here:

## City of Erkrath

📍 **Hildener Straße 28, 40699 Erkrath**

☎ [\*\*+49 \(0\) 21195072510\*\*](tel:+49021195072510)

🏠 [\*\*Rundum - SKFM-Erkrath\*\*](#)

🕒 **Mondays to Fridays from 08:30 to 18:00**

💡 Well-preserved, second-hand furniture such as sofas, tables, chairs, as well as entire living rooms, bedrooms and dining rooms, kitchens and various small items of furniture. The purchased goods can also be delivered if required.

### City of Mettmann

📍 **Bahnstr. 20, 40822 Mettmann**

☎ **[+49 \(0\) 2104173090](tel:+4902104173090)**

✉ **[@kaufhaus@diakonie-kreis-mettmann.de](mailto:kaufhaus@diakonie-kreis-mettmann.de)**

🏠 **[Kaufhaus der Mettmanner](#)**

🕒 **Monday to Friday from 09.00 to 18.00**

💡 Furniture, electrical appliances, consumer electronics, books, toys, bicycles and much more. The purchased goods can also be delivered if required.

### City of Monheim am Rhein

📍 **Hasenstr. 1, 40789 Monheim am Rhein**

☎ **[+49 \(0\) 2173956952](tel:+4902173956952)**

🏠 **[Möbellager - SKFM-Monheim e.V.](#)**

🕒 **Monday to Friday from 10:00 to 14:00**

💡 There are small furniture cabinets and beds sofas, armchairs chairs and tables, carpets, lamps and pictures. The purchased goods can also be delivered if required.

### City of Ratingen

📍 **Stadionring 19 a, 40878 Ratingen**

☎ **[+49 \(0\) 21027116403](tel:+49021027116403)**

✉ **[@moebelkammer@skf-ratingen.de](mailto:moebelkammer@skf-ratingen.de)**

🏠 **[Möbelkammer - SKF Ratingen](#)**

🕒 **Monday to Friday from 09:00 to 16:00, Saturday from 9:00 to 13:00**

💡 There is furniture for the bathroom, kitchen, bedroom, living room and children's room, office, hallway and garden. There are carpets, household goods, lamps, books and electrical appliances. The purchased goods can also be delivered if required.

### City of Velbert

📍 **Kaiserstraße 23, 42549 Velbert**

☎ **[+49 \(0\) 205123339](tel:+490205123339)**

🏠 **[Das Gebrauchtwarenhaus](#)**

🕒 **Mondays to Fridays from 09:30 to 18:00, Saturdays from 09:30 to 16:00**

💡 There is furniture of all kinds, carpets, household goods, household appliances, lamps, books, toys and much more. The purchased goods can also be delivered if required.

**Is there no "social department stores" for furniture in your town? Can't find the right thing for you? Then just take a trip to the neighbouring town, it could be worth it.**

**Insurances**

## Liability insurance

In Germany, you must pay compensation if you cause damage to someone without intention. This applies to

- Personal injury (for example, if someone is injured),
- Property damage (for example, if something is broken),
- financial loss (for example, if someone loses money).

Examples:

- You cause a road accident.
- Your child plays with a ball and breaks a window.

To protect yourself, you can take out personal liability insurance. This insurance covers the costs of damage caused by you, your family or your children.

The insurance is voluntary. You can decide for yourself whether you want to take it out.

Your Helferkreis can help you find a good offer for private liability insurance

## Health insurance

If you have applied for asylum or have a tolerated stay permit, you are entitled to medical assistance. This assistance applies to

- Acute illnesses (if you suddenly fall ill),
- pain (if you are in severe pain).

This is called medical assistance.

### **Before you go to the doctor:**

You need a sickness certificate.

You can get a sickness certificate

- from the social welfare office in your town or
- at the ZUE (Central Accommodation Centre).

### **If you have an insurance card:**

With an insurance card, you no longer need a sickness certificate.

### **If you are working:**

If you have a job, you are automatically covered by statutory health insurance. Your employer will register you with the social insurance organisations.

## Broadcasting fees

In Germany, there are radio, television and online offerings from ARD (Association of Public Broadcasters of the Federal Republic of Germany), ZDF (Second German Television) and Deutschlandradio. 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 and must be paid to the ARD, ZDF and Deutschlandradio contribution service. Further information can be found on the [broadcasting licence fee website](#) (also available in English, French, Arabic and Russian).

Some people do not have to pay the licence fee. For example, if you receive social benefits. An application must be submitted for exemption from the licence fee.

You can find the application for exemption [here](#).

## Leisure time

### Travelling and mobility

You can explore your city and the district of Mettmann. Depending on your residence status, you may also be allowed to travel throughout Germany. There are several ways to get around.

### Bus and train

In the district of Mettmann, you can use public transport by bus and train. You need a valid ticket for each journey. Without a ticket, you will have to pay a fine of at least 60 euros. You can buy a single bus ticket directly from the bus driver. You can buy a single train ticket from ticket machines on the railway track (up to 20 euro notes, no 50 euro notes). You can find out when the trains and buses depart in the timetable or ask at a travel agency or the city council.

**Information on timetables and tickets online:** [VRR Verkehrsverbund Rhein Ruhr](#). This page can also be downloaded as an app.

### The SozialTicket for bus and rail

What is the SozialTicket?

With the SozialTicket, you can travel throughout the Mettmann district at a low price. However, you cannot use it to travel to cities outside the district of Mettmann. Use all regular buses, S-Bahn, RB and RE lines as well as trams and underground trains in the area of validity for your daily errands around the clock.

### Who is the SozialTicket for?

For anyone with an entitlement card (available from the social welfare office or job centre where you receive your money)

- Recipients of unemployment benefit II and social benefit (SGB II)
- Recipients of benefits for basic security in old age and reduced earning capacity as well as current assistance for living expenses outside of institutions ("social assistance", SGB XII)
- Recipients of standard benefits in accordance with the Asylum Seekers Benefits Act

Information on the social ticket can be [found here](#).

## Bicycle

If you know that you will be living in the Mettmann district for a longer period of time, it is worth buying a bicycle. It is cheaper than travelling by public transport.

### 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
- Only children up to the age of 11 are allowed to cycle on footpaths
- It is forbidden to use a mobile phone on a bicycle

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

## Culture and leisure

There are many ways to spend your leisure time in the Mettmann district.

For example, you can attend cultural events. You can also take courses at the adult education centre or do sports. Many cultural events cost money. For example, you pay admission to the cinema, theatre or museums. But there are also free activities. These are offered by various organisations.

If you would like to get to know the Mettmann district, the [neanderland.de](https://www.neanderland.de) website offers many tips for excursions and events in the region.

### You can find local offers here:

## Erkrath

### Hand in Hand advice centre and meeting centre

The Hand in Hand advice and meeting centre is a place for all people. No matter what nationality, status or identity you have - you are very welcome!

We offer help with bureaucracy. We support you with applications, for example for residency, benefits from the job centre or other issues.

If we are unable to help, we will put you in touch with the right organisation.

The Hand in Hand advice and meeting centre is a meeting place for all Erkrath residents. Volunteers and organisations can also meet here.


We provide information about offers and events that bring people together and help with integration.

We plan events ourselves and help to establish contacts between people and organisations.

Contact information:

### **Circle of Friends for Refugees in Erkrath e.V.**

 [Beckhauserstraße 16g, 40699 Erkrath](#)

 [+49 \(0\) 15737946318](tel:+49015737946318)

 [@info@fkfe.de](mailto:info@fkfe.de)



<https://freundskreis-fluechtlinge-erkrath.de/begegnungszentrum>

### **Hilden**


#### **Refugee guides in the city of Hilden at AWO Hilden**

The refugee guides at AWO Hilden help refugees in many areas:

- They receive help with forms and writing to authorities.
- The refugee guides can accompany you to appointments, for example with authorities, doctors, landlords or other organisations.
- You will be supported with applications and in your search for apprenticeships.
- The refugee guides will accompany you to flat viewings and support you with rental contracts.
- You will receive help with contracts, for example tenancy agreements or employment contracts.
- Language courses to help you learn German.
- The refugee guides organise excursions for migrants. The excursions help you get to know the neighbourhood.

Contact information:

 [@floh.hilden@gmail.com](mailto:floh.hilden@gmail.com)

 Albert Hullen

### **Mettmann**

#### **Leisure activities for political participation**

#### **Integration-Kulturzentrum e.V. in the district of Mettmann**

The organisation works with people of all ages: children, young people, adults and senior citizens. People with and without an international family history are welcome.

The association offers many programmes:

The range includes cultural education projects, holiday programmes and offers for the development of children.

These also include programmes for political participation through joint activities.

The association offers youth clubs and leisure activities for young people.

Artistic activities are also offered here. For example, music, dance, theatre and sport.


The association also offers tutoring and other educational programmes.

The organisation also supports people who have fled Ukraine.

It offers language courses as well as counselling, support and leisure activities for children and young people. These programmes are also often available in Ukrainian.

Contact information:


**Integration-Kulturzentrum e.V. Kreis Mettmann**

 [+49 \(0\) 15234216312](tel:+49015234216312)

 [@Lilia.Lawruk@ikz-kreis-mettmann.de](mailto:Lilia.Lawruk@ikz-kreis-mettmann.de)



[ikz-kreis-me.de](http://ikz-kreis-me.de)

 Frau Dipl.-Ing. Lilia Lawruk (Ehrenamtliche Geschäftsführerin)

## Velbert

### Music programme

#### Integration Aid Langenberg e.V.

The IHLA COMBO was founded in 2017. It is an integrative and international music project of the IHLA.

Today, 25 children, young people and adults from eight countries are part of the group, including people from Germany. Many of the participants came to Velbert as refugees in 2015. Some of these refugees came with their families, others came alone.

The IHLA COMBO began as a small drumming group. Within a year, it grew into a group with 20 musicians and many different instruments.

The group has participants from eight countries. Singing is now also part of the group to broaden the diversity of the music.

The aim of the project is to offer children and young people a free space in which they can feel music and express their feelings.

The participants bring songs from their home country and present their culture. In this way, everyone learns from each other and discovers new music.

Contact information:

**Integrationshilfe Langenberg e.V.**

📍 [Am Pastoratsberg 4, 42553 Velbert](#)

☎ [+49 \(0\) 17664377078](tel:+49(0)17664377078)

✉ [@info@ihla-verein.de](mailto:info@ihla-verein.de)

## Children and youth centres

There are several children's and youth centres in Velbert. All children and young people aged 6 and over can spend their free time here, meet up with their peers and take advantage of the facilities on offer.

The services offered by the children's and youth centres include

- table tennis
- Billiards and table football
- Music and craft activities
- Cooking together
- board games
- Sitting and resting areas
- Various holiday offers and activities

Further information on the children's and youth centres can be found on the [Velbert city website](#).

## Music and art school

The Velbert Music and Art School offers children, young people and adults the opportunity to discover and develop their artistic skills.

The music and art school's programme covers various areas:

- Music
- art
- dance
- theatre

Further information can be found on the [website of the music and art school](#).

## Sport

Sport is fun and keeps you fit. But sport can do even more:

Sport helps you to feel comfortable in a new environment. You can also get to know new people. This is good for learning German quickly.

In sport, there are rules that are the same everywhere. You understand them, even if you don't speak the same language.

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Integration and refugees in sport // KSB Mettmann e.V.

[District Sports Association](#)

Sport in clubs is important for integration. Clubs bring people together. They help to shape the future together.

Support centre clubs are particularly committed to integration. They take part in the "Integration through Sport" programme. These clubs appeal directly to people with a history of immigration.

Support centre clubs offer new sports opportunities. They also make existing programmes accessible to everyone by breaking down barriers. For example, they help with language problems, access difficulties or costs.

Clubs also help with other issues, such as dealing with the authorities or language courses. They see integration as a task for the whole organisation.

"Support centres" in the district of Mettmann are particularly committed to welcoming and supporting new immigrants.

There are seven support centres in the Mettmann district:

**City of Haan:**

TSV Gruiten 1884 e.V., Haan

<https://tsvgruiten.de/>

**City of Hilden:**

Ballers' Paradise e.V., Hilden

<http://ballersparadise.de/>

Judo-Club Hilden 1951 e.V., Hilden

<https://www.jc-hilden.de/>

**City of Langenfeld:**

BSG Langenfeld e.V. Langenfeld

<https://www.b-s-g-langenfeld.de/start>

**City of Mettmann:**

mettmann-sport e.V., Mettmann

<https://www.me-sport.de/>

**City of Ratingen:**

Turnverein Hösel 1901 e.V., Ratingen

<https://tvhoesel.de/>

### **City of Velbert:**

Velberter Sportgemeinschaft e.V., Velbert

<http://www.velberter-sg.de/>

## **Target group-orientated offers**

### **Children, young people and families**

Children, young people and families are under special protection in Germany. This protection begins during pregnancy. It lasts until the child is 18 years old. In Germany, it is forbidden to beat children. In Germany, children must be brought up without the use of violence. Every child must go to school. There are also authorities that ensure that children are not harmed by their environment.

This is why there are counselling centres all over Germany. They are usually not run by the state but by associations and organisations.

There are also state youth welfare offices and school authorities.

■ The Federal Foreign Office has compiled [information on family reunification](#) in Arabic, German and English especially for refugees from Syria.

## **Services for expectant parents before the birth of a child**

### **Pregnancy counselling Monheim and Langenfeld**

📍 [Friedenauer Str. 17c, 40789 Monheim am Rhein](#) - Haus der Chancen

☎ [+49 \(0\) 2173204200](tel:+49(0)2173204200)

@ [info@beratungszentrum.org](mailto:info@beratungszentrum.org)

🌐 [Counselling Centre e.V.](#)

📅 Available by telephone: Mon.+ Tues.+ Thurs. 09:00-12:00 and 14:00-17:00, Wed. 09:00-12:00, Fri. 09:00-12:00

- Counselling and help with stressful questions during pregnancy and birth.
- Information on legal issues
- Counselling and help with financial support options

### **General women's counselling in the towns of Erkrath, Haan, Heiligenhaus, Hilden, Langenfeld, Mettmann, Monheim, Ratingen, Velbert, Wülfrath**

📍 [SKFM Mettmann e.V. Neanderstraße 68-72, 40822 Mettmann](#)

☎ [+49 \(0\) 21041419232](tel:+49(0)21041419232)

@ [frauenberatung@skfm-mettmann.de](mailto:frauenberatung@skfm-mettmann.de)

### [SKFM Mettmann e.V](#)


Counselling & help with:

- All topics of interest to women
- Counselling and help with stressful issues during pregnancy and birth.
- Information on legal issues
- Counselling and help with financial support options

Counselling available close to home

## **Services for parents with small children and babies in the Mettmann district**

 [Hildener Str. 28, 40699 Erkrath](#)

 [+49 \(0\) 2112496465](#)


 [Angela.camps@skfm-erkrath.de](mailto:Angela.camps@skfm-erkrath.de)

 [SKFM Erkrath e.V.](#)

- Counselling on all topics relating to the upbringing and development of babies and toddlers
- Parent-child cafés with play facilities for children. Above all, however, they are places where parents can socialise with other parents.

## **Household organisation support - entire district possible Funding via the youth welfare office**

[Mittelstraße 13, 40822 Mettmann](#)

 [+49 \(0\) 21048326860](#)

 [familienhilfen@caritas-mettmann.de](mailto:familienhilfen@caritas-mettmann.de)

 [Caritas Kreis Mettmann](#)

Household organisation training (HOT) for family care.

Do you have great difficulty organising your household for yourself and your family?

Are you unable to cook, shop and clean sufficiently?

Are you struggling to properly organise the money you have available for your household?

Can this be changed? Here is a training programme that will help you to manage these things in the future.

## **Day care centres**

The towns in the Mettmann district have many day care centres for children. Each town has information on this on the Internet. Use the links to find the centre in your town. Look for a day care centre that is close to you. The websites also explain how to apply for a place in a day care centre:

### **Erkrath**

 [Kindertagesstätten](#)

### **Haan:**

 [Kindertagesstätten](#)

### Heiligenhaus:

- [!\[\]\(6e19c8fcd8dfbfe55e8ab80958cb16da\_img.jpg\) Städtische Kindertagesstätten](#)
- [!\[\]\(6ab916a4664a7e84fe28d6d8b105da90\_img.jpg\) Evangelische Kindertagesstätten](#)
- [!\[\]\(81cbb9583df6b75627d2b8bf9f02a34e\_img.jpg\) Katholische Kindertagesstätten](#)
- [!\[\]\(b45b566e3d3e71484a67afaaf0dddaff\_img.jpg\) Kindertagesstätten der Arbeiterwohlfahrt](#)

### Hilden:

- [!\[\]\(014ad8bd547605641ad5c17b77f6fad7\_img.jpg\) Kindertagesstätten Stadt Hilden](#)

### Langenfeld:

- [!\[\]\(74baed1a6ecc2f001f71b54b3392f8fe\_img.jpg\) Kindertagesstätten Langenfeld](#)

### Mettmann:

- [!\[\]\(8133e685074226f4f795ea048d9a6ec4\_img.jpg\) Kindertagesstätten Mettmann](#)

### Monheim am Rhein:

- [!\[\]\(cc05514e477ca5c94a50541032034c6f\_img.jpg\) Kindertagesstätten Monheim am Rhein](#)

### Ratingen:

- [!\[\]\(99899e25941fd94c06404386a263e74e\_img.jpg\) Kindertagesstätten Ratingen](#)

### Velbert:

- [!\[\]\(1c280faada8d28db5c0d8c49bcaaf158\_img.jpg\) Kindertagesstätten Velbert](#)

### Wülfrath:

- [!\[\]\(98dfa5d7c42cf6a7ac5465542c366d97\_img.jpg\) Kindertagesstätten Wülfrath](#)

## Offers for young people

### Youth migration service

All cities except Ratingen

Organisation: Internationaler Bund IB West gGmbH

The Youth Migration Service supports young people with a migration background between the ages of 12 and 27 with counselling, educational and leisure activities. One focus is the long-term, individual support of young people on their educational and professional path. The aim is to promote the social participation of young people and improve their prospects. For example, the staff help with the recognition of certificates, diplomas and vocational qualifications. The staff also provide support in matters relating to school education, career guidance and training. Help is also available in the search for a job and an apprenticeship. Support is also provided with applications for training and work, language support, dealing with authorities and personal issues.

[!\[\]\(d3a5d832c57b9c2e08eee04c834c635a\_img.jpg\) Poststr. 17b, 42551 Velbert](#)


[!\[\]\(2df801bd158e1485a82e259fcfd20669\_img.jpg\) +49 \(0\) 2051311185](#)

[!\[\]\(180157d0fb57ce3cbe12885f4e155a00\_img.jpg\) @jmd-velbert@ib.de](#)


[!\[\]\(bf9aa65835026b9434a2b7f40ea72276\_img.jpg\) Internationaler Bund IB West gGmbH](#)

## Open youth work

### City of Erkrath

 [Sedentaler Straße 112, Erkrath-Hochdahl](#)

 [Jugendcafé am Skaterpark](#)

 Monday and Wednesday 13:30 to 20:00, Tuesday and Thursday 13:30 to 18:00, Friday 14:00 to 20:00.


Saturday every four weeks from 14:00 to 20:00

 For young people between the ages of 12 and 18

 [Instagram](#)

 [Niermannsweg 8, 40699 Erkrath](#)

 [Jugendtreff Unterfeldhaus](#)


 Wednesday and Friday 3:00 pm to 8:00 pm, Thursday 1:00 pm to 6:00 pm

 Young people between the ages of 12 and 18

 [Instagram](#)

 [Bahnstraße 4, 40699 Erkrath](#)

 [Jugendcafé im Kaiserhof](#)

 Teenagers and young adults aged 12 to 27. Monday to Thursday 3:00 pm to 8:00 pm


 [Instagram](#)


### Sandheide children's centre

 [Irene-Nett-Weg 22, 40699 Erkrath](#)

 [@kinderhaussandheide@erkrath.de](mailto:kinderhaussandheide@erkrath.de)


 [Kinderhaus Sandheide](#)

 Children and young people aged 6 to 14.


 Open offer 14:00 to 17:30

Continuous childcare is available for primary school children from 11.30 am to 2.00 pm. This requires a paid registration. The team at the children's centre regularly offers a free, warm meal - sometimes the children also help to cook.


### City of Haan


 Allestr. 8, 42781 Haan

 [Youth centre](#)

 [Opening hours](#)

### City of Hilden

 There are various offers for children and young people at:

 [Youth leisure centres Hilden](#)

## City of Mettmann

[📍 Am Königshof 17-19, 40822 Mettmann](#)

[@mgh.amkoe@mettmann.de](mailto:mgh.amkoe@mettmann.de)

[🏠 Multi-generation centre on the Kö](#)

## City of Monheim

[📍 Tempelhofer Straße 17, 40789 Monheim am Rhein](#)

[🏠 Youth centre](#)

[📅](#) Monday: Girls' evening from 16:30 to 21:00

Children's area Tuesday to Friday 15:30 to 18:00

Youth area Tuesday to Thursday 6.30 p.m. to 9.30 p.m., Friday 6.30 p.m. to 10.00 p.m.

[💡 Instagram](#)

## City of Ratingen

[📍 Turmstr. 5, 40878 Ratingen](#)

[@info@lux-ratingen.de](mailto:info@lux-ratingen.de)

[🏠 Lux youth and cultural centre](#)

[📅](#) Office: Monday to Friday 10:00 am to 4:00 pm

Children's day: Monday 16:00 to 19:00

Youth café: Tuesday to Friday 3:00 pm to 8:00 pm

## City of Velbert

There are several youth centres and other offers for young people in Velbert.

You can find an overview via the following link:

[🏠 Jugend- und Freizeitangebote in Velbert für Kinder und Jugendliche zwischen 3 und 21 Jahren](#)

## City of Wülfrath

[📍 Schulstr. 5, 42489 Wülfrath](#)

[☎ +49 \(0\) 205872311](tel:+490205872311)

[@a.sprink@stadt.wuelfrath.de](mailto:a.sprink@stadt.wuelfrath.de)

[🏠 Kinder- und Jugendhaus Wülfrath](#)

[📅](#) Children 6 - 11 years: Tuesdays 2.00 pm to 4.00 pm, Wednesdays to Fridays 3.00 pm to 5.00 pm

Teenagers 11 to 26 years: Tuesdays 5.00 pm to 7.00 pm

## Parent and child benefit

Are you working?

And have a baby?

And you want to take more time for your child?

Then you can take parental leave.  
This means you can take a break from your job.  
Or you can work only half as much as usual.  
This is called part-time.  
You can take this leave until your child is 3 years old.

Further information can be found on the [NRW Family Portal](#) website.  
And in the booklet [Eltern-Geld, Eltern-Geld-Plus, Eltern-Zeit](#)  
and on the website of the Mettmann district administration

## Parental allowance

- Parental allowance
- (Basic) parental allowance

Are you a parent?  
And you want to look after your child yourself for the first 14 months?  
Then you can receive parental allowance.

The amount of parental allowance depends on your salary.  
You will receive at least 300 euros per month.  
You can receive a maximum of 1800 euros.

You can calculate your entitlement yourself with the parental allowance calculator:  
[Parental allowance calculator](#).

## Child benefit

All parents with a settlement or residence permit in Germany are entitled to child benefit.  
Child benefit is paid for every child from birth until at least the age of 18. You must apply for  
child benefit yourself at the Federal Employment Agency. You can find more detailed  
information here.

## Parental allowance plus

Would you like to work after the birth?  
Then you can get Parental Allowance Plus.  
1 month of Basic Parental Allowance corresponds to 2 months of Parental Allowance Plus.  
You will then receive parental allowance for twice as long.  
But you will only receive half of the basic parental allowance each month.

You can receive an additional 4 months of Parental Allowance:

if both parents work at the same time  
if both parents work between 25 and 30 hours a week.

How do you receive parental allowance?  
You must submit an application.  
You can find the application form on this website [Familienportal NRW](#)

Send all documents by post to :

Kreisverwaltung Mettmann  
Sozialamt  
Abteilung Elterngeld  
Postfach  
40806 Mettmann


What documents do you need?

Where can you get more information?


You can find further information on our website in everyday language under [Parental allowance & parental leave](#).

Do you have any further questions?

## **Social welfare office - Parental allowance**

 [+49 \(0\) 214993435](tel:+49(0)214993435)

 [@elterngeld@kreis-mettmann.de](mailto:elterngeld@kreis-mettmann.de)

 Fax: +49 (0) +49 (0) 4993434

## **Family health and paediatric nurses**

### **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 counselling and support on topics such as

- Sleeping,
- eating,
- crying,
- occupation, etc.

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, we're here to help!

We coordinate family health and paediatric nurses (FGKiKP) who can visit you at home or advise you 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 ensure their rights to protection and support.

### **Early health support - socio-educational and medical counselling for parents of infants and young children**



 Timocom Platz 1, 40699 Erkrath  
 02104 99-2343, -2296  
 [sozpaed@kreis-mettmann.de](mailto:sozpaed@kreis-mettmann.de)

#### Velbert, Heiligenhaus, Wülfrath:

 Frau Schulte  
Qualified social worker  
 02104 99-2297

@



[a.schulte@kreis-mettmann.de](mailto:a.schulte@kreis-mettmann.de)

 Frau Weber  
Qualified social worker  
 02104 99-2324

@


[benita.weber@kreis-mettmann.de](mailto:benita.weber@kreis-mettmann.de)

#### Mettmann, Hilden, Ratingen:

 Frau Alexius  
Qualified social pedagogue/medical pedagogue  
 02104 99-2302

@



[k.alexius@kreis-mettmann.de](mailto:k.alexius@kreis-mettmann.de)

 Frau Deimann  
Qualified social pedagogue  
 02104 99-2274

@



[a.deimann@kreis-mettmann.de](mailto:a.deimann@kreis-mettmann.de)

#### Monheim, Erkrath, Haan, Langenfeld:

 Frau Lill  
Qualified social pedagogue  
 02104 99-2295

@

[e.lill@kreis-mettmann.de](mailto:e.lill@kreis-mettmann.de)

 Frau Reinhardt  
Qualified social pedagogue  
 02104 99-2281

@

[a.reinhardt@kreis-mettmann.de](mailto:a.reinhardt@kreis-mettmann.de)

for medical questions for the district area:

 Frau van Kampen  
 02104 99-2325

@


[t.vankampen@kreis-mettmann.de](mailto:t.vankampen@kreis-mettmann.de)

## Haan

### Music school


The music school offers children, young people and adults lessons that suit their age, interests and talents. Kindergartens, schools, clubs and other organisations find the music school a competent partner for joint projects and events. The people of Haan can directly experience how the music school helps to shape and enrich the cultural life of the town at its many performances and events.

Director: Thomas Krautwig, [t.krautwig@musikschule-haan.de](mailto:t.krautwig@musikschule-haan.de)  
Deputy: Katharina Stashik, [K.Stashik@musikschule-haan.de](mailto:K.Stashik@musikschule-haan.de)

@[kontakt@musikschule-haan.de](mailto:kontakt@musikschule-haan.de)  
 +49 (02129) 9156830



[www.musikschule-haan.de](http://www.musikschule-haan.de)

 Office hours:  
Monday, Tuesday: 15:00 - 18:00  
Thursday: 15:00 - 20:00

Office hours by appointment.

## Adult education centre

The Volkshochschule, or VHS for short, is a school for adults in Germany. You can attend many different courses there, for example to learn languages, further your professional training or learn about general knowledge. There are also digital offerings such as the vhs learning portal. There you can find interactive courses and materials for various topics. The adult education centre works with many partners, such as cultural offices, youth welfare offices, city libraries and clubs. This results in a broad and varied programme for everyone.

📍 Gerresheimer Straße 20, 40721 Hilden  
☎ +49 (02103) 50 05 30

@

[info@vhs-hilden-haan.de](mailto:info@vhs-hilden-haan.de)

You can find the current programme at VHS Hilden-Haan: [Homepage](#)

## City library

The public library is a facility for everyone. Here you can borrow books and other media or use them on site. It helps with learning for school, work and general education, supports cultural interests and offers leisure activities. You can borrow media such as books, films, audio books and games. There are also places to read and work as well as events to whet your appetite for reading.

At the Haan and Gruiten locations, the library has around 30,000 different media on offer. These include books for all ages and many subject areas. In addition to classic books, there are also modern media such as DVDs, BluRays, CDs and Tonies (audio figures for children). Board games and console games are available for families. Magazines and daily newspapers can also be read or borrowed. The library is a place where you can discover something new, learn something new or simply have fun.

📍 Neuer Markt 17, 42781 Haan

@

[buecherei@stadt-haan.de](mailto:buecherei@stadt-haan.de)

☎ 02129/911-429

📍 [City library / Gartenstadt Haan](#)

## Early help for young families

Early help is a programme for parents from pregnancy and families with children up to the age of three. They serve to strengthen parental relationship and parenting skills in order to give all children the same opportunities for healthy development and a non-violent upbringing.

📍 Youth welfare office  
Alleestraße 8, 42781 Haan  
👤 Frau Acker  
☎ +49 (2129) 911 - 481

🔗 [Early help for young families / Gartenstadt Haan](#)

### **Educational support / child welfare**

The social workers in the family and educational support department advise children, young people and parents on all issues relating to parenting, support families in difficult situations and provide a wide range of assistance.

Their tasks include

- General counselling on parenting in the family,
- counselling on partnership, separation and divorce issues and
- counselling on the exercise of personal care and access rights.

All children and young people have the right to healthy physical, mental and emotional development. Their protection is the responsibility of society as a whole. If there are indications that this protection could be jeopardised, in cases of physical or mental neglect, maltreatment or sexual abuse, it is the task of the youth welfare office to avert the risks. The employees of the family and education service are also responsible for this.

📍 Youth welfare office  
Kaiserstraße 10-14, 42781 Haan  
👤 Frau Müller  
☎ +49 (2129) 911 - 486

👤 Frau Masbender  
☎ +49 (2129) 911 - 467



👤 Frau Pohl  
☎ +49 (2129) 911 - 465

🔗 [Educational assistance / Child welfare / Gartenstadt Haan](#)  
[@jugendamt@stadt-haan.de](mailto:jugendamt@stadt-haan.de)

### **Integration assistance**

Integration assistance is aimed at children, adolescents and young adults who are unable to participate in social life in an age-appropriate manner due to a mental disorder. The aim of integration assistance is to promote the independence of young people and to provide them with the necessary support to mitigate or even eliminate existing or impending disadvantages in these areas.

📍 Youth welfare office  
Kaiserstraße 10-14, 42781 Haan  
👤 Frau Mewes  
☎ +49 (2129) 911 - 463

 Frau Wolter  
 +49 (2129) 911 - 458

 [Educational assistance / Child welfare / Gartenstadt Haan](#)

[@jugendamt@stadt-haan.de](mailto:@jugendamt@stadt-haan.de)

### **Haan family card**



The Haan Family Card is intended to improve services for families in order to create a pleasant environment for them in Haan and to recognise them for their educational role. It is also intended to make the town of Haan more attractive as a shopping centre and improve its competitiveness with other towns. The card offers discounts in selected shops. Application is free of charge.

 Department of Economic Development | Tourism | Culture  
Kaiserstraße 85, 42781 Haan

[@wirtschaftsfoerderung@stadt-haan.de](mailto:@wirtschaftsfoerderung@stadt-haan.de)

@

[kultur@stadt-haan.de](mailto:kultur@stadt-haan.de)

 Frau Lindner  
 +49 (2129) 911 - 242

 [Haan Family Card / Garden City Haan](#)

### **City Parents' Council**


Our task as the city parents' council is to represent the interests of children and their parents in Haan vis-à-vis the youth welfare organisations, day care centres and childminders. The aim is to create optimal communication between the parents' councils, the parents and all daycare centres and childminders, as well as the youth welfare office.



[@Stadtelternrat-Haan@mail.de](mailto:@Stadtelternrat-Haan@mail.de)

 [About us - Haan Parents' Council](#)

### **Children's parliament**

Children want to have a say when it comes to their affairs: at school, in their play and sports activities and also in politics. The children's parliament is an important body for representing the interests of all children in the town of Haan.

 Youth Welfare Office  
Alleestraße 8, 42781 Haan


 Frau Wendel  
 +49 (2129) 911 - 485



 [Children's Parliament of the City of Haan / Gartenstadt Haan](#)



[@jugendamt@stadt-haan.de](mailto:@jugendamt@stadt-haan.de)


## Child and youth protection

Children and young people have the right to grow up free from violence or other impairments. The protection of children and young people in Haan is one of the most important goals. The tasks of the youth welfare office are divided into various areas. The aim of child and youth protection is to enable children and young people to grow up into self-confident, self-responsible personalities. Various programmes are designed to promote the welfare of children.

 Youth welfare office  
Alleestraße 8, 42781 Haan

 Frau Berkholz  
 +49 (2129) 911 - 516

 Frau Bergmann  
 +49 (2129) 911 - 451

 [Child and youth protection / Gartenstadt Haan](#)  
[@jugendamt@stadt-haan.de](mailto:@jugendamt@stadt-haan.de)

## Playgrounds in Haan

 [Playgrounds in 42781 | spielplatznet.de](#)

## Children's city map Haan + Gruiten


 [Children's city map Haan / Garden City Haan](#)



 [Children's city map Gruiten / Garden City Haan](#)



## Confidential counselling for young people


As a teenager, you are not alone with your problems. Stress with your parents, at school, problems with drugs, spending far too long on the games console...

You can talk to the social workers at the district social services about all of this. Counselling is completely confidential, so if you don't want it, your parents don't have to know about it either. The social workers will listen to you, can mediate between you and your parents or, if necessary, refer you to further help and also make contact for you.

 Youth welfare office  
Kaiserstraße 10-14, 42781 Haan

 Herr Pantel  
 +49 (2129) 911 - 474

 Frau Müller  
 +49 (2129) 911 - 486

 [Advice & help for young people / Gartenstadt Haan](#)  
[@jugendamt@stadt-haan.de](mailto:@jugendamt@stadt-haan.de)

## Youth Parliament

We, the Haan Youth Parliament, represent the concerns and interests of young people from Haan in local politics. Our work takes place in meetings in the town hall or in smaller working groups. But we can also be found in the newspaper, on Instagram or directly in the Haan public!

📍 Youth welfare office  
Kaiserstraße 82–84, 42781 Haan

🌐 [Haan Youth Parliament](#)

@ [jugendparlament@stadt-haan.de](mailto:jugendparlament@stadt-haan.de)

@

[jugendparlament-Vorstand@stadt-haan.de](mailto:jugendparlament-Vorstand@stadt-haan.de)

☎ +49 (173) 5433411

Instagram: JuPa Haan ([@jugendparlament\\_haan](#)) - [Instagram photos and videos](#)

@ [jugendamt@stadt-haan.de](mailto:jugendamt@stadt-haan.de)

### **Youth programmes and youth clubs**

There are various leisure activities for young people in Haan:

City recreation is an organised holiday programme for children and young people aged 6 - 16

📍 Jugendamt  
Kaiserstraße 82–84, 42781 Haan  
👤 Herr Burek  
☎ +49 (2129) 911 - 471

🌐 [Youth activities & youth centres / Gartenstadt Haan](#)

@ [jugendamt@stadt-haan.de](mailto:jugendamt@stadt-haan.de)

### **Haan Youth Centre**

#### **Open children's and youth centre**

- Breakfast café
- Wood workshop
- Craft activities
- Excursions
- Children's and youth centre
- Break in the youth centre
- Painting school
- Table football / billiards / couches

The programme is aimed at all children, teenagers and young adults aged 6 to 21 from Mondays to Fridays.

📍 Jugendamt  
Alleestraße 6 (Jugendhaus), 42781 Haan  
👤 Frau Maier  
☎ +49 (2129) 911 - 475

👤 Herr Keller  
☎ +49 (2129) 911 - 477

🌐 [Youth activities & youth centres / Gartenstadt Haan](#)  
@jugendamt@stadt-haan.de

### **Flemmingtreff**

The "Flemingtreff" is a social space-orientated contact point for children, young people and parents.

It offers a varied programme for all age groups from Mondays to Fridays. In addition to a colourful mix of creative, sports and play activities, homework help is offered in an informal atmosphere. There is also a youth group and a girls' group. There are also programmes for women, e.g. having breakfast together, cooking, learning German. There is also a mother-child playgroup.

📍 Youth welfare office  
Alleestraße 8, 42781 Haan  
👤 Frau Ruhrmann  
☎ +49 (2129) 911 - 473

🌐 [Youth programmes & youth clubs / Gartenstadt Haan](#)  
@jugendamt@stadt-haan.de

### **Culture rucksack**

The offers range from one-off workshops, regular courses and special excursions to performances, festivals and holiday programmes. The focus is always on enabling participants to be creative themselves. The free or significantly reduced-cost programmes are designed to open the door to art and culture as widely as possible for all children and young people.

📍 Youth welfare office  
Kaiserstraße 82-84, 42781 Haan  
👤 Herr Burek  
☎ +49 (2129) 911 - 471

🌐 [Youth programmes & youth clubs / Gartenstadt Haan](#)  
@jugendamt@stadt-haan.de

### **Women**

General women's counselling - All towns in the district of Mettmann.

SKFM - Women's counselling centre

📍 [Neanderstraße 68-72 40822 Mettmann](#)  
☎ +49 (0) 21041419232

@frauenberatung@skfm-mettmann.de

 [SKFM](#)


You can get counselling and help with

- Questions and problems that only affect women
- Support if you are in a difficult situation
- Information on legal and financial issues
- Help in dealing with public authorities
- Referral to other advice centres or services
- Counselling in your area is possible.

## Help for refugee women

### SKFM Mettmann e.V.

 [Neanderstraße 68-72, 40822 Mettmann](#)

 [+49 \(0\) 21041419234](#)

@frauenberatung@skfm-mettmann.de

 [SKFM Mettmann](#)


There are special services for refugee women:

- Counselling
  - Art and cultural projects
  - Meetings for women only
- And much more.

## Specialist counselling centre against sexualised violence - All towns in the district of Mettmann

### SKFM Mettmann e.V. - Specialist counselling centre against sexualised violence

 [Neanderstraße 68-72 40822 Mettmann](#)

 [+49 \(0\) 41419226](#)

@sexualisiertegewalt@skfm-mettmann.de



 [Mettmann Fachberatungsstelle](#)

Counselling and information for women:

- Quick help in emergencies and support for difficult experiences.
- Counselling on psychological, legal and health issues.
- Help for relatives, partners, friends or institutions with questions about sexualised violence.
- Accompaniment to appointments, for example with lawyers, doctors or the police.
- Counselling in your area is possible.

## Women's and child protection centre - All towns in the district of Mettmann

Is your partner threatening or beating you?  
Do you have to run away and leave your home?  
You can get help here immediately!  
The centre is always available, day and night.

 [SKFM Mettmann e.V. - Women's refuge](https://www.skfm-mettmann.de)  
[@frauenhaus@skfm-mettmann.de](mailto:frauenhaus@skfm-mettmann.de)  
 [+49 \(0\) 2104 92 22 20](tel:+4902104922220) (day & night)

## Erkrath





### Intercultural women's group

The Intercultural Women's Group meets once a month.  
The meeting is held in the Haus der Kirchen at Hochdahler Markt, on the top floor.

Topics at the meeting:

- Education and children
- Future and work for women
- All topics brought along are important and will be discussed!

Registration:




 Frau Born  
 [Bahnstraße 64, 40699 Erkrath](#)  
 [021128070341](tel:021128070341)  
 an jedem 3. Dienstag im Monat

All events are free of charge.

### Language café "Kaffeeklatsch"

Target group: Women with existing language skills (A2 - B1); with or without children  
Type: Consolidation of existing language skills and reduction of language barriers through conversation; simple writing exercises.

Childcare: In the parent-child group, which takes place in the next room, the children (0-3 years) are looked after by two SPFH employees.  
Afterwards, the parent-child group can be attended together until 12.00 noon.

 [Brechtstr.6, 40699 Erkrath](#) (Sandheider Markt)  
 [@fbw@drk-mettmann.de](mailto:fbw@drk-mettmann.de)  
 [0210355628](tel:0210355628)

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

People of different religions, genders, origins and political views live together in Germany. Everyone has the same rights. This also applies to people who love differently or have a different gender. These people are called LGBTI (lesbian, gay, bisexual, transgender and intersex people). They have the same rights as everyone else.

In Germany, there are not only the genders "male" and "female", but also the gender entry "diverse". Trans people can have their gender and name changed. Women can marry women. Men can marry men.

💡 Many LGBTI people have fled to Germany. They were often persecuted in their home country because they are different.

If you are a refugee and are lesbian, gay, bisexual, transgender or intersex, you can get help from many LGBTI organisations in Germany. You can find contact details and more information at the LSVD's "Queer Refugees Deutschland" project.

Lesbian and Gay Association in Germany (LSVD)  
Queer Refugees Germany" project

🌐 [queer-refugees.de](http://queer-refugees.de)

@

[queer-refugees@lsvd.de](mailto:queer-refugees@lsvd.de)

## Senior citizens

### Offers for senior citizens

The Round Table for Senior Citizens' Issues (RTfS) in Mettmann helps older people.

There are many offers:

- Courses, lectures and seminars,
- offers on spirituality,
- self-help, counselling and support,
- excursions and trips,
- a Christmas party for older people who are alone,
- the Helping Hands against Loneliness project.

### Round Table for Senior Citizens' Issues Mettmann e.V.

📍 [Neanderstraße 85, 40822 Mettmann](https://www.rtfm-mettmann.de)

@ [rtfs@mettmann.de](mailto:rtfs@mettmann.de)

🌐 <http://www.rtfm-mettmann.de>

### Counselling for senior citizens

BERGER Sozialwerk helps older people and people with health problems.  
The counselling topics are

- You will receive counselling on help in the household and in everyday life,
- You will receive advice on care and dementia issues,
- You will be given tips on how to make your home safer,
- You will receive information on care law and living wills,
- You will receive information on the home emergency call system.


The counselling is free of charge. Employees from BERGER Social Services advise people. They work together with other social welfare organisations. They can organise help on request.

Counselling can take place on the phone, at your home or at the counselling centre in Mettmann.

## **BERGER Sozialwerk e.V. Counselling centre**


Counselling for senior citizens and care, counselling services

 [Talstraße 4-6 \(entrance Schulstraße\), 40822 Mettmann](#)

 [+49 \(0\) 80023743773](tel:+49(0)80023743773) (Free hotline)



 [info@berger-sozialwerk.de](mailto:info@berger-sozialwerk.de)

 <https://www.berger-sozialwerk.de>

 Always by appointment only:

Mondays from 09:00 to 12:00

Wednesdays from 09:00 to 12:00 and 14:00 to 17:00

 Appointments can be made in advance by telephone:  [+49 \(0\) 210492080](tel:+49(0)210492080)

## **Meeting centres**

The meeting centre is a meeting place for older people and people who are unable to move around easily.


Here they receive help and counselling for their everyday lives. People should be able to participate in society for as long as possible.


The meeting centre is open to everyone. It is for new residents, refugees, migrants and people who have lived in the city for a long time.

There are many programmes that suit everyone.

## **Erkrath:**

### **AWO-Treff Hochdahl community centre**

 [Sedentaler Str. 105, 40699 Erkrath](#)

 [+49 \(0\) 2104948698](tel:+49(0)2104948698)

 [kontakt@awo-hochdahl.de](mailto:kontakt@awo-hochdahl.de)

 <http://awo-kreis-mettmann.de>

The neighbourhood centre is a meeting place for people in the district. Here people can talk and exchange ideas about different cultures.

The centre is open to all generations and cultures. It is a place for new residents, refugees, migrants and people who have lived in the neighbourhood for a long time.

Senior citizens, children, young people and families are also welcome.

There are groups for:

- intercultural storytelling and cookery,
- grandparents on loan and reading mentors in kindergartens, schools and retirement homes.

The centre also offers courses, for example:

- Language courses and integration courses,
- Computer courses and smartphone courses,
- creative courses and painting courses.

There are also various exercise programmes. You can play boccia with us and visit the dance café. You can attend calming or meditation courses. We invite you to go for a walk in company. Or take advantage of our gymnastics programme for older people.

We offer counselling on various topics. We offer pension counselling, counselling for senior citizens and dementia counselling.


We also offer services in the areas of voluntary work and civic engagement, meals on wheels, a pocket money exchange and the placement of young people.

## Hilden


### **AWO-Hilden:**

#### **Neighbourhood centre - Josef-Kremer-Haus**

 [Schulstraße 35, 40721 Hilden](#)


 [+49 \(0\) 2103240188](tel:+49(0)2103240188)


 [@joosef-kremer-haus@awo-hilden.de](mailto:joosef-kremer-haus@awo-hilden.de)

 Opening hours:


Monday to Friday from 9:00 am to 5:00 pm

#### **Neighbourhood centre - Robert-Gies-Haus**

 Clarenbachweg 7 - 9, 40724 Hilden

 [+49 \(0\) 21038107](tel:+49(0)21038107)

 [@robert-gies-haus@awo-hilden.de](mailto:robert-gies-haus@awo-hilden.de)

 Opening hours:

Monday to Friday from 9:00 am to 5:00 pm

 [www.awo-hilden.de](http://www.awo-hilden.de)

 [www.awo-kreis-mettmann.de](http://www.awo-kreis-mettmann.de)

## Mettmann


**Alzheimer Gesellschaft Kreis Mettmann e.V. - Selbsthilfe Demenz & Seniorentreff "jute Stuw"** The Seniorentreff "jute Stuw" is there for older people. It helps people to find friends and keep in touch with others.


Being together and doing things together are important here. There are programmes for everyone and groups for people with dementia. The work at the centre is based on the ideas of integration and inclusion.

You can also get counselling and help in finding care groups or self-help groups. There are also open courses.


### **Alzheimer-Gesellschaft Kreis Mettmann - e.V. - Dementia self-help organisation**

 [Düsseldorfer Str. 20, 40822 Mettmann](#)

 [+49 \(0\) 2104792300](tel:+4902104792300) Office (counselling and mediation)


 [info@alzheimer-kreis-mettmann.de](mailto:info@alzheimer-kreis-mettmann.de)

### **Care self-help contact office (self-help groups)**


 [+49 \(0\) 2104792444](tel:+4902104792444)

 [selbsthilfe@alzheimer-kreis-mettmann.de](mailto:selbsthilfe@alzheimer-kreis-mettmann.de)

### **Senior citizens' meeting place "jute Stuw" (meeting centre)**

 [+49 \(0\) 2104792300](tel:+4902104792300)

 [Seniorentreff-jutestuw-mettmann@web.de](mailto:Seniorentreff-jutestuw-mettmann@web.de)

 [www.alzheimer-kreis-mettmann.de](http://www.alzheimer-kreis-mettmann.de)

### **Dementia network district of Mettmann**

The ALTERnativen 60 plus programme helps to provide more services for people with dementia and their families. Each town in the district has its own dementia network. The programme organises meetings for the dementia networks in the district. There are also events at which experts talk about dementia.

All events in the district of Mettmann and in the towns are available [online](#).

You can find a flyer with contact details for the contact persons in the towns in the district [here](#)

### **Information on health and care**

The Verbrauzentrale NRW provides information on various topics:

- Doctors and clinics,
- medication,

- home and inpatient care,
- Information on caring relatives,
- sample letters,
- care guide,
- Specialist information on health and care,
- Information on living wills.

## Contact information:

### Online counselling:

 <https://www.verbraucherzentrale.nrw>

### Telephone counselling:



<https://www.verbraucherzentrale.nrw>

**(ATTENTION, costs apply)**

## Voluntary commitment

Many people in Germany do something for others in their free time. This is called **volunteering**. Volunteering means: I help voluntarily and don't get paid for it.

People who are new to Germany can also do voluntary work. For example, you can join associations, organisations or projects. This allows you to help others, get to know new people and practise speaking German.

Here you will find information about volunteering and offers where you can get involved yourself.

### What is voluntary work?

Volunteering means that people voluntarily help other people or the community. They do this in their free time and do not receive any money for it.

Volunteers work, for example

- in sports clubs,
- in day care centres or schools,
- in projects for children or the elderly,
- in environmental or neighbourhood initiatives.

Anyone who volunteers is doing something worthwhile. They support others and strengthen community life.

Volunteering is important for society. Anyone can get involved - even people who are new to Germany.

## Advantages of volunteering

Volunteering has many benefits - for others and for yourself.

When you get involved,

- you help people and do something good,
- get to know new people,
- practise your German and learn new words,
- learn more about life in Germany,
- gain experience for your job and everyday life,
- and you show: I want to join in and be part of the community.

Volunteering is fun, gives you self-confidence and brings people together.