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Kommunales Integrationszentrum
Kreis Viersen

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## Welcome to the District of Viersen

## The district of Viersen



## Welcome to the district of Viersen

A warm welcome to you!

We are delighted to welcome you to the district of Viersen. Leaving your home country and making a new start in another country is a big change. In the first few months you will have many questions about everyday life in Germany. We have designed this app to make your arrival in our region easier. It is designed to help you find your way around in the first few months and give you answers to your most important questions. The app also contains lots of useful information, addresses and important contact points in the district of Viersen to help you find your way around.

The app is multilingual, free of charge and can also be used offline. We hope that it will be a good help to you and wish you a good arrival here in the district of Viersen.

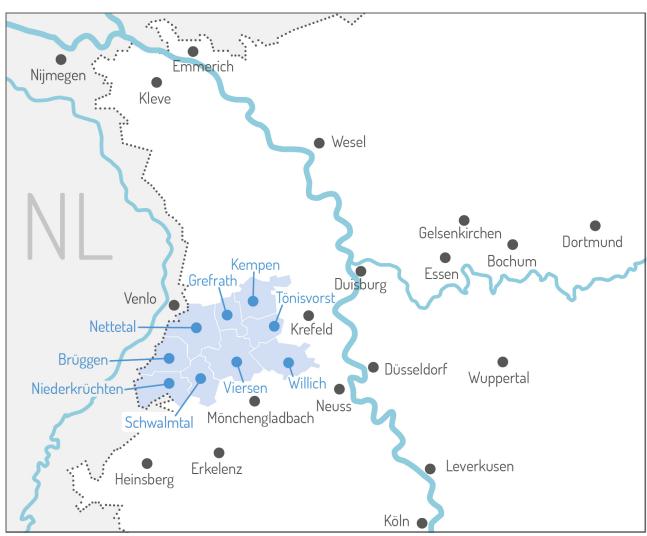
Your district of Viersen

## About the district of Viersen

The district of Viersen is located in the federal state of North Rhine-Westphalia and has just under 300,000 inhabitants. The district comprises a total of nine towns and municipalities. In close proximity to the Dutch border, the Ruhr region and the cities of Krefeld, Mönchengladbach and Düsseldorf, there is plenty to discover in the surrounding area.







In the district of Viersen, you can expect an appealing mix of city and nature, business and culture. This diversity contributes to the high quality of life. This also includes family friendliness. There are plenty of childcare facilities, good schools and housing and care options for senior citizens. Rents are affordable - and you get good neighbourliness on top. Nature lovers will get their money's worth in the Schwalm-Nette Nature Park or in our numerous forests and lakes. Those interested in culture can take a trip to the Lower Rhine Open-Air Museum in Grefrath. Adults and children alike can gain an insight into the farming and craft culture of pre-technological times. If you want to learn even more, you are sure to find what you are looking for in the wide range of programmes offered by our adult education centre and our music school.

The district of Viersen has been recognised for its bicycle-friendliness. Cyclists have countless routes available for a tour. We are also constantly expanding the network of routes for commuters who cycle to work.

But the social and health network with hospitals, doctors' surgeries, welfare organisations, retirement homes and other facilities is also good.

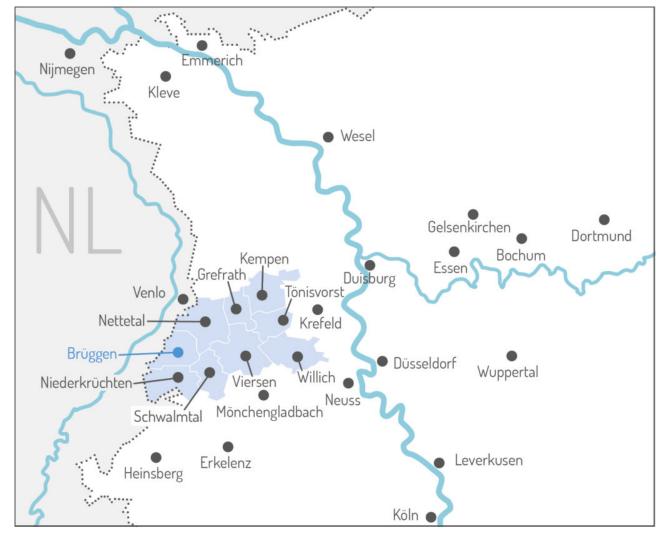
#### The Viersen district is a good place to live. Try it for yourself!

## Bruges

Brüggen is a friendly and beautiful municipality. Many visitors come here. Everyone enjoys the hospitality of the people who live in Brüggen.







Brüggen lies in the centre of a very large nature park. It is the Schwalm-Nette nature park with its meadows, forests and fields.

The castle community of Brüggen consists of several districts. They are called Brüggen, Bracht and Born.

There are still many old houses in Brüggen. Some even date back to the Middle Ages, which means they are many hundreds of years old.

There are many small and narrow streets, a castle and many mills.

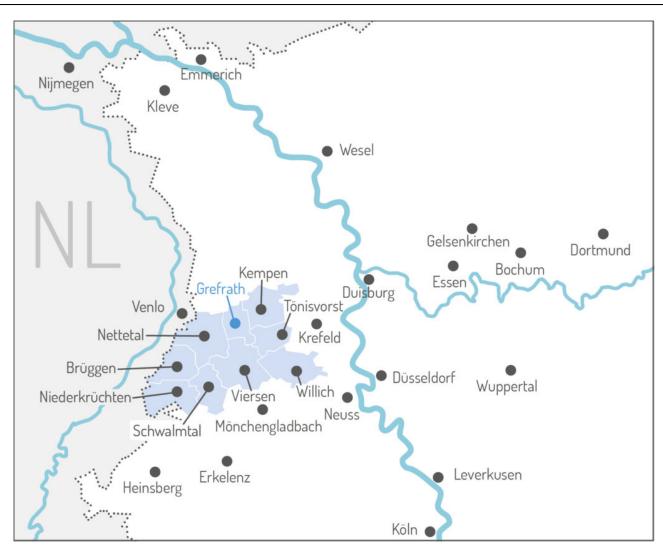
There is a lot to see on a walk through Brüggen. You can feel at home in Brüggen.

#### Grefrath

The motto of the municipality of Grefrath (15,500 inhabitants) is "sports and leisure". Indeed, the municipality, which was merged from the independent villages of Grefrath and Oedt in 1970, has much to offer in this area. With more than 8000 square metres of ice space, the ice sports centre has one of the largest artificial ice facilities in Germany. The ice sports hall, the 400-metre speed skating rink with floodlights under the open sky and the covered outdoor rink are a paradise for ice sports enthusiasts. During the summer months, well-known artists such as Udo Jürgens or Joe Cocker make guest appearances here. Additionally, there are events that have a supra-regional appeal.







## **Open-air museum attracts visitors**

The Grefrath Schwingboden Park, built in 1970 as part of the Regional Garden Show, is adjacent to the Niederrheinische Freilichtmuseum of the Viersen District with a toy museum, historic farm buildings, Bügelbahn (Bügeln is a game of skill that has almost fallen into oblivion, related to boules), Pfannkuchenhaus, corner shop, schnapps distillery and blacksmith's shop. Special exhibitions and events such as the tractor meeting, romantic Christmas market and Mairitt on draught horses delight visitors. In addition, Grefrath offers, among other things, an indoor and a separate outdoor swimming pool as well as the Niershorst airfield.

## Abbey, castle and monastery

The central venue is the Albert-Mooren-Halle in the district of Oedt, a community centre with a hall, beer garden and restaurant. The historical past of "Greverode" is reminded not only of the Dorenburg (baroque noble residence, 1326), but also of Uda Castle (built around 1300), which has been lovingly restored by the local heritage society, the Niershoff estate and the Dückerhaus. Two nunneries are located in Grefrath. For over 100 years, Mariendonk Abbey has been the spiritual centre of the Benedictine nuns on the Lower Rhine. In the district of Mülhausen, the Congregation of "Unserer Lieben Frau" runs a Gymnasium that is recognised beyond the borders of Grefrath.

## Local government agencies and public authorities





# Residents' Service Centre (Bürgerservice) (Registry Office (Einwohnermeldeamt)/ social benefits)

#### Grefrath town hall Rathausplatz 3, 47929 Grefrath grefrath.de 02158/4080-333

 $\frac{1}{100}$  Monday from 7:30 a.m. to 6:00 p.m., Tuesday and Thursday from 7:30 a.m. to 4:00 p.m., and Friday from 7:30 a.m. to 12:30 p.m.

Contact persons: ☐Gregorius, Maria 02158/4080-333 ☐Strompen, Mary-Ellen 02158/4080-333

#### **Register Office (Standesamt) matters**

The Register Office (Standesamt) has several tasks. If, for example, a child is born, the parents are obliged to report the birth of the child personally to the Register Office (Standesamt) (notarisation of the birth). And when you wish to get married, the Register Office (Standesamt) is responsible for registering your marriage.

grefrath.de

Contact persons: Mrs Enger <u>02158/4080-302</u> daniela.enger@grefrath.de

Mrs Janicki
02158/4080-303
petra.janicki@grefrath.de

## Jobcenter

The Jobcenter's services are offered in the towns and municipalities within the district. Local support and counselling is provided in the local Employment and Service Centres (Beschäftigungs- und Leistungszentrum; BLZ):

#### **BLZ Kempen/Grefrath/Tönisvorst**

Arnoldstr. 13c, 47906 Kempen kreis-viersen.de 02162/2661-100

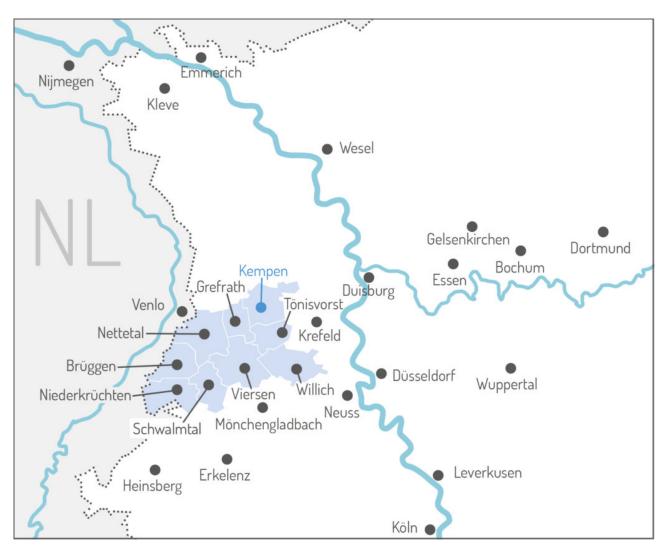
#### Kempen

The City of Kempen (35,700 inhabitants) is the pearl of the Lower Rhine. No other town in the District of Viersen has so many monuments, such striking manor houses or such a medieval old town. It's no wonder out-of-town visitors are attracted to the city. Particularly popular: the





half-timbered houses on Alte Schulstraße (1609), the Kurkölnische Landesburg (1396), the Kuhtor (1350) or Haus Horten (1773), ancestral seat of the eponymous department stores' dynasty. Also worth seeing in the district of St. Hubert is the 16th-century Berfes rural fortified tower, the post mill in Tönisberg (1804) and Haus Velde in Schmalbroich (13th century), the oldest knight's seat in the former Electorate of Cologne.



## Thomas à Kempis is the patron saint of the city of St Thomas

Within the city wall there are impressive town houses. The monument to Thomas à Kempis (1380 - 1471) at the Provost Church commemorates the city's great son, the author of the "Imitation of Christ". This work is considered the most widely read religious work in the world after the Bible. The City of Kempen, mentioned in the registers of the Benedictine abbey of Werden as early as 890, mentioned for the first time in documents in 1186 and endowed with municipal rights since 1294, was the district town from 1815 to 1975, before the seat of the district administration was moved to Viersen.

## Classical music festival with stars like Bruno Ganz and Uri Caine

Kempen has a rich cultural scene to be proud of: the Kulturforum Franziskanerkloster, which houses the Städtische Kramer-Museum and the Museum für Niederrheinische Sakralkunst, offers classical music programmes as well as exhibitions. The concerts at the Kempen monastery are well known. Every two years, the "Kempen Klassik" association organises a highly acclaimed





festival. Greats like the actor Bruno Ganz or the jazz pianist Uri Caine perform there. Other outstanding events are the town festivals, markets, the St Martin's festival with fireworks at the castle and the Christmas markets.

## Local offices and authorities

## Service centres (Residents' Registration Office / Social Benefits)

## Service centre Kempen Town Hall Buttermarkt 1, 47906 Kempen <u>kempen.de</u> 02152/917-4933

Mondays and Tuesdays 8.00 am - 4.00 pm, Wednesdays 8.00 am - 12.30 pm, Thursdays 8.00 am - 6.00 pm, Fridays 8.00 am - 1.00 pm and Saturdays 10.00 am - 12.00 pm

#### Service centre St.Hubert Königsstr. 13, 47906 Kempen

02152/917-4936

<sup>2</sup> Thursdays 8.00 a.m. - 1.00 p.m. and 2.00 p.m. - 5.00 p.m.

#### Service centre Tönisberg

Helmeskamp 31, 47906 Kempen 02845/81-31

Wednesdays 8.00 a.m. - 1.00 p.m. and 2.00 p.m. - 5.00 p.m.

#### **Registry office**

The registry office has several tasks. For example, when a child is born, the parents are obliged to report the birth of the child to the registry office in person (birth certification). If you want to get married, the registry office is responsible for registering your marriage.

Neustraße 32, 47906 Kempen □<u>kempen.de</u> <u>02152/917-2455</u> or - <u>2456</u> or - <u>2457</u>

Monday to Friday: 8.00 a.m. to 12.30 p.m.; Mondays 2.30 p.m. to 4.00 p.m. and Thursdays 2.30 p.m. to 6.00 p.m.

## Job Centre

The services of the job centre are offered locally in the towns and municipalities belonging to the district. Local support and advice is provided in the local employment and service centres (BLZ):

#### **BLZ Kempen/Grefrath/Tönisvorst**

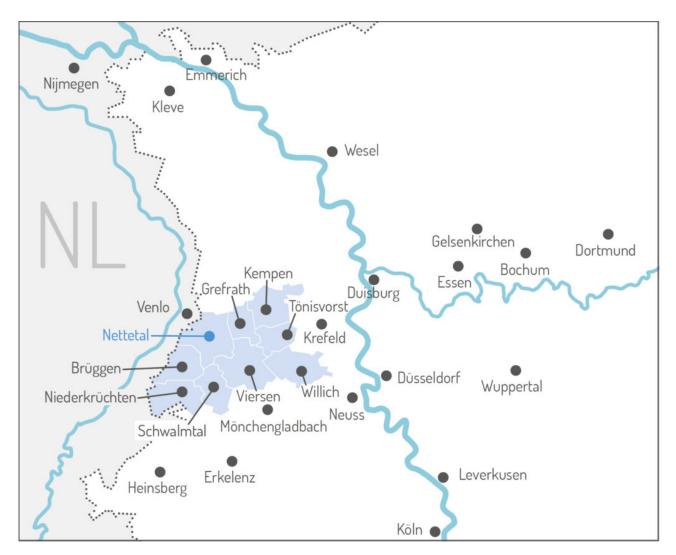
Arnoldstraße 13c, 47906 Kempen





#### Nettetal

The town of Nettetal (41,700 inhabitants) is a young and dynamic municipality. The uniqueness and flair of its six districts give Nettetal a charming diversity. After a stroll through Nettetal's pedestrian zones, you can relax and enjoy upscale or rustic cuisine in both historical and modern settings, in quaint beer gardens and farm cafés. With the districts of Hinsbeck and Leuth, Nettetal is a state-recognised health resort and thus an ideal destination for nature-loving people with a sense of relaxation.



## The nature of the Nette

The geologically unique area of the Nettetal valley is home to a diverse natural and cultural landscape. These include the border forest with its pine and birch forests, the Hinsbeck heights, the Krickenbecker lakes, moorlands, heathlands and extensive green meadows. Three nature experience areas showcase the distinctive features of the local landscape. Information centres such as the Biologische Station Krickenbecker Seen, the Naturschutzhof, the Landschaftshof Baerlo, the Sequoia Farm and the Geo-Hydrologische Wassergarten provide interesting facts about nature and the environment.

The small river Nette, which gives the valley its name, flows through twelve lakes in the city area, which are strung together like a string of pearls. These waters are also home to the water lily - symbol of the Nettetal coat of arms.





## **Culture writ large**

With the Werner-Jaeger-Halle, the city has a 500-seat theatre for theatre, music and cabaret. Private initiatives complement the cultural offerings with concerts, cabaret, theatre and open-air events. The Textilmuseum DIE SCHEUNE provides an insight into the history of textile manufacturing in the Lower Rhine region. Interesting exhibits can be found in the Feuerwehrmuseum, the Heimatmuseum, and also in Künstlerdorf Hinsbeck. Nettetal's visual arts enjoy a high status. Changing exhibitions take place in private and municipal galleries.

## Local offices and authorities

## Citizen services (general services, registration matters and civil status)

Nettetal Town Hall
Doerkesplatz 11, 41334 Nettetal
nettetal.de
02153/898-1777
Email: buergerservice@nettetal.de

Citizen service: Mondays and Thursdays 8.00 am - 6.00 pm, Tuesdays and Wednesdays 8.00 am - 4.30 pm, Fridays 8.00 am - 12.00 pm and Saturdays 10.00 am - 12.00 pm

Civil status office: Mondays to Wednesdays 8.30 am - 12.30 pm, Thursdays 2.00 pm - 5.00 pm, Fridays 8.30 am - 12.00 pm

## Social welfare office: social care, asylum and homeless people

Doerkesplatz 11, 41334 Nettetal 02153/898-0 asyl@nettetal.de

Mondays and Wednesdays 8.30 a.m. - 12.30 p.m., Fridays 8.30 a.m. - 12.00 p.m.

## **Nettetal Employment Agency**

Steegerstraße 49, 41334 Nettetal Postal address: Krefeld Employment Agency, 47796 Krefeld 02151/92-1010 Nettetal@arbeitsagentur.de

☆Mondays and Tuesdays 08.00 - 16.00, Wednesdays 08.00 - 13.00, Thursdays 08.00 - 16.00, Fridays 08.00 - 13.00

## Job Centre

The services of the job centre are offered locally in the towns and municipalities belonging to the district.

Local support and advice is provided in the local employment and benefit centres (BLZ):



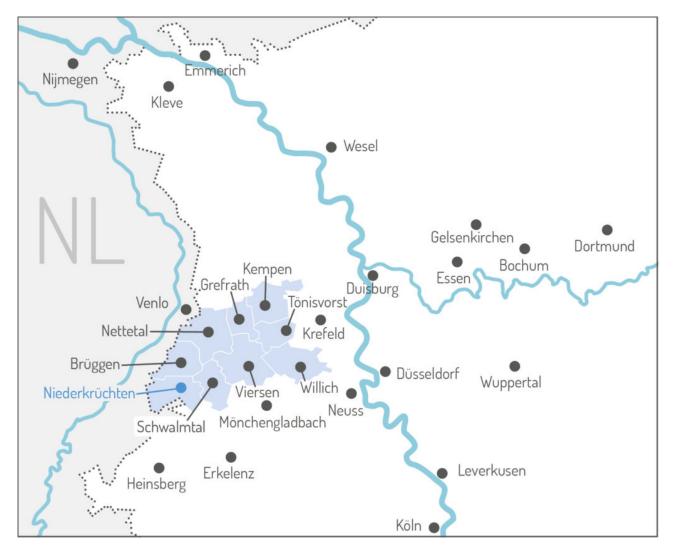


BLZ Nettetal/Brüggen
Poststraße 19, 41334 Nettetal
kreis-viersen.de
02162/2661-100

Mondays 08.00 - 12.00 and 14.00 - 16.00 Tuesdays 08.00 - 12.00 and 14.00 - 16.00 by appointment only Thursdays 08.00 - 12.00 and 14.00 - 16.00 Fridays 08.00 a.m. - 11.00 a.m.

## Niederkrüchten

The municipality of Niederkrüchten (15,400 inhabitants) forms the heart of the Maas-Schwalm-Nette International Nature Park. The 6707-hectare area of the municipality is characterised by extensive woodlands, quarries and heathlands.



## Experiencing and conserving nature

The nature conservation and experience area Elmpter Schwalmbruch is unique with its 55 hectares and the largest juniper heath on the left bank of the Lower Rhine. The Lüsekamp and Boschbeektal nature reserves cover a total of 250 hectares on the Dutch border. About 200 kilometres of well-maintained hiking trails beckon walkers, hikers and cyclists to enjoy nature.



## Brempt destination at the Hariksee lake

Water sports enthusiasts will find ample opportunity for recreation at Venekotensee and Hariksee. The district of Brempt on the western shore of the Hariksee is a popular destination. The Brempter Mill on the Schwalm and the St. George Chapel are witnesses to the past. Restaurants and cafés invite you to linger. And: The former British military airfield in Elmpt offers opportunities for future development.

## Flemish carved altar

Niederkrüchten has a number of buildings worth seeing. Of particular note here is Haus Elmpt, a 15th-century manor house commemorating the Lords of Elmpt. Many monuments are of ecclesiastical heritage. The Elmpter Kapelle St. Maria an der Heiden from 1703 in Overhetfeld is well worth mentioning. The former house chapel of Dilborn Castle, which was extended by a hall in 1734, is home to a 16th-century Flemish carved altar.

## Local government agencies and public authorities

## Residents' Service Centre (Bürgerservice) (Registry Office (Einwohnermeldeamt)/ social benefits)

#### Niederkrüchten town hall

Laurentiusstraße 19, 41372 Niederkrüchten https://www.niederkruechten.de 02163/980-0 info@niederkruechten.de

#### Elmpt Residents' Service Centre (Bürgerservice)

Poststraße 27, 41372 Niederkrüchten 02163/980-206 and 02163/980-216

Mondays to Wednesdays and Fridays 8:00 a.m. to 12:00 p.m., Thursdays 7:00 a.m. to 12:00 p.m. Mondays 2:00 p.m. to 4:00 p.m., Wednesdays 2:00 p.m. to 7:00 p.m. and every 1st Saturday of the month 9:00 a.m. - 12:00 p.m.

#### **Register Office (Standesamt) matters**

The Register Office (Standesamt) has several tasks. If, for example, a child is born, the parents are obliged to report the birth of the child personally to the Register Office (Standesamt) (notarisation of the birth). And when you wish to get married, the Register Office (Standesamt) is responsible for registering your marriage.

Poststraße 27, 41372 Niederkrüchten

Contact person: Frank Wittke <u>02163/980-107</u> Frank.Wittke@niederkruechten.de

#### Jobcenter



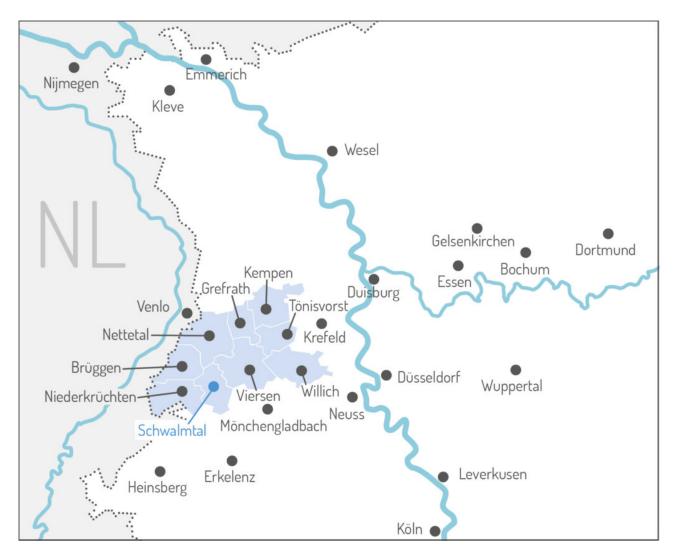


The Jobcenter's services are offered in the towns and municipalities within the district. Local support and counselling is provided in the local Employment and Service Centres (Beschäftigungs- und Leistungszentrum; BLZ):

BLZ Schwalmtal/Niederkrüchten Hospitalstraße 16, 41366 Schwalmtal kreis-viersen.de 02162/2661-100

### Schwalmtal

The municipality of Schwalmtal (population 18,900) invites you to take a mill tour, best by bike. The choice is multifaceted. There are cycling tours from the District of Viersen Verkehrsverein, and also a two-country route, a Lower Rhine route and, more recently, the District of Viersen BahnRadweg on former railway lines. With a day at Hariksee, guests can experience leisure in a whole new way - from fishing, hiking around a lake, rowing, pedal boating or a boat trip on the excursion boat "Patschel", to feasting in the Mühlrather Mühle or drinking coffee on the lakeside of the Inselschlösschen. With its holiday cottages, boathouse, mini-golf course and boat hire, the Hariksee is Schwalmtal's most popular destination. It is characterised by its alder swamp forests and moorlands.



The home of the linen weavers





It is worth taking a walk through the alleyways of Old Waldniel to discover the home of the former linen weavers. The figure on the fountain of the linen washers on the market square in front of the Schwalmtal Cathedral, the parish church of St. Michael (19th century), is a reminder of the old days. There are over 130 monuments in the municipality. Sights worth seeing are the tower mill in Amern (18th century), the natural monument Kastanienallee in Waldniel, the Waldhufendorf Lüttelforst, the Protestant church in Waldniel and the Kinder- und Jugenddorf Bethanien with Haus Clee.

## Europe's largest guitar orchestra

The municipality is located in the Schwalm-Nette Nature Park and, with the Schomm and Happelter heathlands, has plenty of forest. There is plenty of culture too: With the Schwalmtal Zupfern, the municipality boasts Europe's largest guitar orchestra in its ranks. The Achim-Besgen-Halle offers theatre and ballet performances, children's theatre, concerts as well as cabaret and comedy with well-known stars throughout the year. The Amern tower mill has become a well-known exhibition venue with its temporary gallery of the Schwalmtal municipality "Our Gallery - The Tower".

You can find more information here:

Local offices and authorities

## Citizen service (registration office / social benefits)

#### Schwalmtal municipal administration

Market 20, 41366 Schwalmtal Schwalmtal.de 02163/946-400 buergerservice@gemeinde-schwalmtal.de

Mondays and Fridays 08.00 a.m. - 12.00 p.m. Tuesdays and Wednesdays 08.00 a.m. - 5.00 p.m. Thursdays 07.00 a.m. - 7.00 p.m. every 1st Saturday of the month 09.00 a.m. - 12.00 p.m.

#### **Registry office**

The registry office has several tasks. For example, when a child is born, parents must report the birth to the registry office. If you want to get married, the registry office is responsible for registering your marriage.

#### □<u>schwalmtal.de</u>

Contact person: Contact person: Coptenplatz, Nicole Coptenplatz@gemeinde-schwalmtal.de

## Job centre



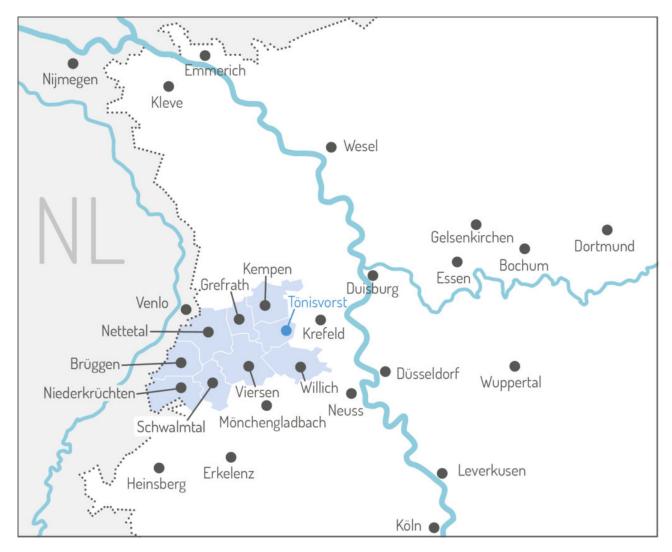


The services of the job centre are offered locally in the towns and municipalities belonging to the district. Support and advice is provided in the local employment and benefit centres (BLZ):

BLZ Schwalmtal/Niederkrüchten Hospitalstraße 16, 41366 Schwalmtal kreis-viersen.de 02162/2661-100

## Tönisvorst

Apple town. The town on the border with Krefeld is named after St Anthony ("Ferkes-Tünn") and was formed in 1970 from the municipalities of St Tönis and Vorst. Although it was first mentioned in 1188 as "Osterverd", it is one of the youngest towns in the country: it only received its town charter in 1979. The citizens and tradesmen praise its central location and fast connections to the major cities.



## The Battle of the Hückelsmay

The Battle of Hückelsmay is linked to the town's history: Ferdinand von Braunschweig defeated a French army during the Seven Years' War. The parish church of St. Cornelius has an impressive tower height of 70 metres and a pretty church square. The octagonal brick building of the water tower and the Streuff mill (1769) are other striking features of the town.





St. Tönis is the start and end point of the "longest tram line in the world" via Krefeld to the Ruhr region. The nostalgic "Schluff" railway also runs from Wilhelmplatz in St. Tönis to Hülser Berg, often still with an old steam locomotive.

## Anke Engelke promotes action medeor

The town has become known worldwide for the medical aid organisation action medeor, for which Anke Engelke is the ambassador. Vorst is home to the manor houses of Haus Donk, Haus Neersdonk, Haus Brempt and Haus Raedt, all of which are architectural monuments worth seeing, including the Gelleshof in Kehn with Berfes (all from the 17th century). A popular destination is the Forstwald forest with its bridleways and hiking trails. The Stadtkulturbund organises cabaret, drama, comedy and music.

#### Local offices and authorities

## Citizen service (registration office / social benefits)

#### Citizens' Service Tönisvorst

Bahnstraße 15, 47918 Tönisvorst <u>toenisvorst.de</u> 02151/999-153 and 02151/999-158

 $\mathbb{B}^{\odot}$ Mondays to Wednesdays from 08.00 to 12.30 and 14.00 to 16.00, Thursdays 8.00 to 12.30 and 14.00 to 18.00 and Fridays from 08.00 to 12.00

### **Registry office**

The registry office has several tasks. For example, when a child is born, the parents are obliged to report the birth of the child to the registry office in person (birth certification). If you want to get married, the registry office is responsible for registering your marriage.

Hochstraße 20a, 47918 Tönisvorst

Contact persons: Langels, Iris Telephone: <u>02151/999-214</u> Iris.Langels@toenisvorst.de

Schagen, Kevin
 02151/999-204
 Kevin.Schagen@toenisvorst.de

## Job Centre

The services of the job centre are offered locally in the towns and municipalities belonging to the district. Local support and advice is provided in the local employment and benefit centres (BLZ):

BLZ Kempen/Grefrath/Tönisvorst Arnoldstr. 13c, 47906 Kempen kreis-viersen.de

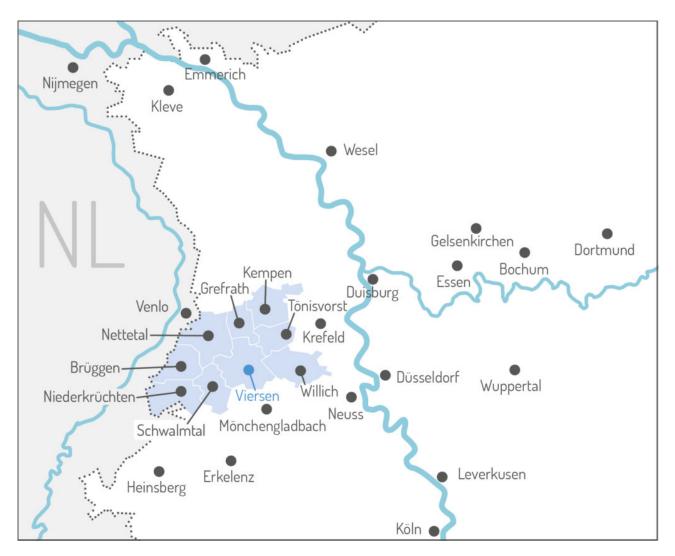




## 02162/2661-100

#### Viersen

The district town of Viersen (75,300 inhabitants) focuses on culture in all its facets. World-famous artists and ensembles give guest performances in the festival hall. The Viersener Musiksommer and the international Jazz-Festival attract out-of-town visitors. Of growing importance is the collection of sculptures at the district office (Kreishaus) around the Städtische Galerie, where sculptures by Anthony Cragg, Mark di Suvero or Erwin Heerich can be found. The Städtische Galerie im Park houses a collection of graphic works of distinction begun in the 1960s.



## The Narrenmühle in Dülken

Highlights are the Narrenakademie, which has existed since the 16th century, and the Narrenmühle in Dülken, a post mill built in 1809 as well as a Narrenmuseum. Notable buildings in the town include the parish church of St. Remigius in Alt-Viersen, the Protestant church and St. Clemens in Süchteln and St. Cornelius in Dülken. There, the old city wall with the prison tower is worth seeing. The former generator hall of the municipal utilities on Rektoratstraße, now an event space with charm, and the art nouveau town baths have been extensively renovated. Nice water fountains are the Remigiusbrunnen fountain in Viersen, the fountain at the Alter Markt in Dülken and the Weberbrunnen fountain in Süchteln. The Irmgardis Chapel



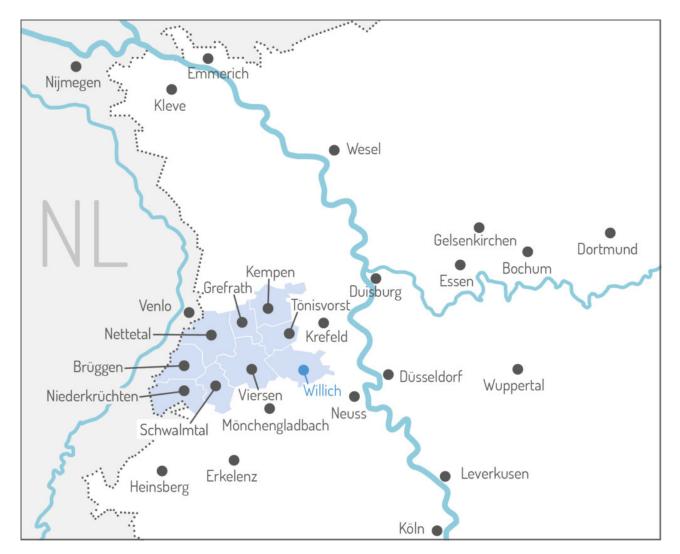
(1664) on the Süchtelner Heights is the destination of processions.

## Comprehensive educational programme

Viersen became a district town in 1975. Five years earlier, the city association was formed from the formerly independent districts of Viersen, Dülken, Süchteln and Boisheim. The educational infrastructure in Viersen is good. There are all types of schools in the town: Grundschulen, Hauptschulen, Realschulen, Gymnasien, Gesamtschule, the Weiterbildungskolleg (evening school), Berufskolleg, district music school and the district Volkshochschule. The regional hospitals in Süchteln are of supra-regional importance.

## Willich

The City of Willich (51,800 inhabitants) was formed in 1970 from the previously independent municipalities of Anrath, Neersen, Schiefbahn and Willich. The city is a symbol of economic growth, but also of culture. The economic track is covered by the Münchheide industrial estate, the largest contiguous industrial estate in Europe. Word of the attractiveness of Willich and its central location has spread to companies in the Far East.



## Format theatre in the castle courtyard





The Neersen Castle Festival offers fine culture. Thousands of spectators come to see one light-hearted, one serious and one children's play each summer as part of the annual programme of the only professional open-air theatre with its own ensemble in North Rhine-Westphalia.

Neersen Castle alone is worth the trip. In the middle of the castle park lies the fort, which was converted from a moated castle into a three-winged castle complex in the 17th century by Adrian Wilhelm von Virmond.

## A detour to Little Jerusalem

The 17th century pilgrimage chapel of Little Jerusalem is modelled on the Church of the Holy Sepulchre in Jerusalem. There is also Haus Stockum (1619) and Haus Broich (13th century), both in Anrath. Willich was first mentioned as "Wylike" in a deed of donation to Kamp Monastery as early as 1137. "Anrode", today's Anrath, appears as an independent parish as early as 1010. The history of "Ners" can be traced back to 1262, and "Schyffbaen" first appears in documents in 1420.

Willich is a sociable place: No fewer than eight target shooting festivals - including the second largest in the Lower Rhine region behind Neuss in Alt-Willich - show how lively customs are in Willich.

#### Local government agencies and public authorities

## **Residents' Service Centre (Bürgerservice) (Registry Office** (Einwohnermeldeamt)/ social benefits)

Anrath district office

Viersener Straße 2, 47877 Willich

#### **Contact person:**

Mrs Wingerath
 02156/949-706
 Eva-Maria.Wingerath@stadt-willich.de

Monday 8:00 a.m. - 12:30 p.m., Tuesday afternoon 2:00 p.m. - 5:00 p.m., Wednesday and Thursday 8:00 a.m. - 12:30 p.m. <u>To online appointment booking</u>

## Neersen district office Neersen Castle, Hauptstraße 6, 47877 Willich

 $\square \underline{stadt-willich.de/de/rathaus/stadtteilbuero-neerse...}$ 

Monday afternoon 2:00 p.m. - 5:00 p.m., Tuesday, Wednesday, Thursday 8:00 a.m. - 12:30 p.m. To online appointment booking

#### Schiefbahn district office

Hochstraße 67-69, 47877 Willich





#### Contact persons:

Telephone: <u>02154/949-655</u> Martin.Holter@stadt-willich.de

Mrs Scholz 02154/949-537 Tanja.Scholz@stadt-willich.de

Monday, Tuesday, Wednesday 8:00 a.m. - 12:30 p.m., Thursday afternoon 2:00 p.m. - 5:00 p.m. p.m. To online appointment booking

Willich district office Kaiserplatz 1, 47877 Willich stadt-willich.de/de/rathaus/stadtteilbuero-willic...

Contact persons: Mrs Fassbender 02154/949-408 silke.fassbender@stadt-willich.de

Mr Zilz 02154/949-412 torsten.zilz@stadt-willich.de

Monday to Friday 8:00 a.m. - 12:30 p.m., Wednesday 2:00 p.m. - 5:00 p.m., Saturday by appointment from 9:30 a.m. - 12:30 p.m.

To online appointment booking

#### **Register Office (Standesamt) matters**

The Register Office (Standesamt) has several tasks. If, for example, a child is born, the parents are obliged to report the birth of the child personally to the Register Office (Standesamt) (notarisation of the birth). And when you wish to get married, the Register Office (Standesamt) is responsible for registering your marriage.

#### □ <u>stadt-willich.de</u>

Contact person: Mrs Franzen 02154/949-557 Colette.Franzen@stadt-willich.de

Apply for certificates online

#### Jobcenter

The Jobcenter's services are offered in the towns and municipalities within the district. Local support and counselling is provided in the local Employment and Service Centres (Beschäftigungs- und Leistungszentrum; BLZ):





Gießerallee 8, 47877 Willich kreis-viersen.de Telephone: <u>02162/2661-100</u>

### Do you have a proposal for our app?

If you notice that an offer is missing while using the Integreat App and you think it could be added, or if you have noticed that an important topic area or relevant contact person does not appear:

Please feel free to contact us via the app's feedback function or contact theKreises Viersen Kommunale Integrationszentrum directly:

#### **Kommunales Integrationszentrum**

Contact person: Sylvia Gillesen Rathausmarkt 3, 41747 Viersen 02162/391774 sylvia.gillesen@kreis-viersen.de

Please feel free to let us know if an event is taking place in your area that can be shared on the Integreat App of the Kreises Viersen.

#### **About Integreat**

Integreat is a guide intended to help you with everyday life in Germany. Here you will find important addresses, contact persons, as well as tips and tricks to help you better orient yourself.

This guide has several chapters. Each chapter deals with a different topic. For example, 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 spare time. The information and leisure facilities often change and your community will update them regularly. That's why it is a good idea to take a regular look at your mobile app and get information about current activities and events. You can trust that the information in Integreat is reliable.

You can also use this app offline if you do not have Internet access. The app will update automatically when you are back online again.

We hope this app makes your life in Germany a little bit easier.

## Daily Life

#### Core values in Germany

All people living in Germany must adhere to the central principles of the political and legal order.

The main legal basis of life in Germany is the **Basic Law (Grundgesetz)**. It is the constitution of the Federal Republic of Germany. The Basic Law also lists fundamental rights, which are





above all other laws. The inviolability of human dignity, human rights and individual freedom are fundamental principles of the Basic Law. This film briefly explains the Basic Law:

German Arabic English Farsi French

You can access an overview of other films dealing with the Basic Law by clicking on this link.

Germany is a federal state consisting of 16 federal states .

Germany is a democratic state, which means that **all authority comes from the people**.

Germany is a constitutional state. **The decisions of the state - i.e. the government are strictly bound to the law.** The actions of the state may be controlled by courts.

Germany is a welfare state. This means: In principle, every citizen should provide for his or her own livelihood through work. However, the state helps people who are unable or only partially able to provide for themselves.

This booklet provides an introduction to fundamental rights in Germany in <u>German</u>, <u>Arabic</u>, <u>English</u>, <u>Farsi</u>, <u>Dari</u> and <u>French</u> (PDF document).

#### 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.

In Germany, you can take out private liability insurance to cover these claims for you and your family and children. You can decide for yourself whether you want to take out this insurance.

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

#### Health insurance

Asylum seekers and persons with tolerated status are entitled to basic medical care (= medical assistance) for "acute illnesses and pain".

Before you go to the doctor, you need a health insurance voucher. You can obtain this from the social welfare office in your town or from the ZUE (Central Accommodation Centre).

If you have an insurance card, you no longer need a health insurance certificate.

If you have taken up employment, you are covered by statutory health insurance. In this case, your employer will notify the social insurance organisation.

Living





## **Requirements for a change of residence**

#### Shared accommodation

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

There are sometimes problems in shared accommodation because many people with different cultures, religions and habits live 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, you must first apply for approval to pay the rent.

The costs and size of the flat must be reasonable and the move must be necessary.

If you move within the city, the same job centre is responsible as before. Do you want to move to a new city? Then the current job centre agrees to the move and the new job centre in the new city agrees to pay the rent.

#### **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 housing entitlement certificate (WBS) at the following link:

https://www.mhkbd.nrw/themenportal/wohnberechtigu...

#### Applying for a flat

If you see an advert for a vacant flat online or in the newspaper, you must call the advertiser or send an application by email. In the text, write all the important information about you 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)

#### Your own funds

If you work, you can use the <u>housing benefit calculator</u> to check whether you are also entitled to housing benefit.

#### Job centre

The Job Centre will cover the costs of rent and heating as long as you do not have a job. The job centre defines how much a flat may cost.

The total rent for a flat is made up of the basic rent and the ancillary costs. The basic rent (Kaltmiete) is the price without heating, electricity and water. The ancillary costs include water, rubbish and other things.

You have to find your own electricity provider, sign a contract and pay for the electricity each month. You also have to pay for telephone and internet yourself.

Make sure you use water, electricity and heating sparingly. This costs extra money and is not included in the rent.

#### **IMPORTANT:**

If the landlord wants to give you the flat, he will fill out a form which you must have approved by the Job Centre. You can obtain the form from the job centre. Only then can you sign the tenancy agreement.

You can then apply for money for the move. It is possible to apply to the Job Centre for initial equipment. This includes, for example, a bed, fridge and washing machine. 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.

## 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 can cover the costs of a deposit on credit. However, this must be clarified individually with the case worker.

#### **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 (e.g. walking on the floor, music, the washing machine) can disturb neighbours. To prevent this from happening, ask the landlord if there are house rules. If so, these will set out the rules for living with 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.

#### **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 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.

#### $\bigcirc$ 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.

 $\underbrace{\mathbb{C}}_{116 116}$ 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.

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

#### **Broadcasting fees**

In Germany, there are radio, television and online offerings from ARD (Arbeitsgemeinschaft der öffentlich-rechtlichen Rundfunkanstalten der Bundesrepublik Deutschland), ZDF (Zweites Deutsches Fernsehen) 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 <u>broadcasting licence fee website</u> (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.

#### Shopping

### Groceries

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, for example.





There are various grocery shops with food from other cultures.

## "Tafel" and "food pantry"

In some places there is a "Tafel" or "Speisekammer". These provide food for people on low incomes who receive support from the social welfare office or job centre. You will need your certificate of eligibility.

### **Offers on site**

## Brüggen

Brüggener Tafel e. V. Vennmühlenweg 2, 41379 Brüggen 02163/8892301 brueggener-tafel.de

#### Grefrath

Grefrath food bank Rheinische Gesellschaft für Diakonie gGmbH An der Ev. Kirche 25, 47929 Grefrath 02158/4080500

District of Oedt: Issue: Johannes-Girmes Straße 19a, 47929 Grefrath

#### Kempen

Kempen food bank / Matinus-Hilfe e. V. Mühlhausener Straße 111, 47906 Kempen 02152/553636 martinus-hilfe.de

Kaufbar (used goods department stores') An Sankt Marien 16, 47906 Kempen 02152/8979912

Das Lädchen (second-hand children's clothes) German Child Protection Association Local Association Kempen e. V. Spülwall 11 (in the parents' café on campus), 47906 Kempen 02152/519924 □kinderschutzbund-kempen.de

DRK donation centre (used clothing, household goods, etc.)
Industriering Ost 23, 47906 K empen (access via Birckstraße)
Ol511/6770786
T2 Tuesdays, Wednesdays and Thursdays 5.00 - 7.00 pm





Malteser Hilfsdienst (clothing store) Verbindungsstraße 27, 47906 Kempen ©02152/9590140

Bicycle workshop for refugees (used bicycles) Kauertzacker 15, 47906 Kempen fahrradwerkstatt.kempen@t-online.de

## Nettetal

Nettetaler Tafel e.V.
Donkelsvennweg 10, 41334 Nettetal
02157/3027876
Inettetaler-tafel.de
Distributes food to eligible people once a week at various locations in the town of Nettetal. See
website for locations.

Nettetal social department store Dyck 10, 41334 Nettetal 02153/1377-439

Clothes parlour of the Protestant parish An Der Nette **Q**<u>Lambertimarkt 10, 41334 Nettetal</u> Tuesday: 4-6 p.m. Thursday: 10am-12pm Saturday: 10am-12pm

Children's dream shop **V**<u>Kehrstr. 74, 41334 Nettetal</u> Tuesday to Friday: 09.30-13.00 and 15.00-18.00 Saturday: 09.30-14.00 hrs

Caritas clothing store **Niedickstr. 12, 41334 Nettetal** Distribution from 09.30-11.30

## Niederkrüchten

Tafel Niederkrüchten e. V. Poststraße 26, 41372 Niederkrüchten 0173/2187760 Lafel-niederkruechten.de

#### Schwalmtal

Tafel Schwalmtal e. V. Schulstraße 52, 41366 Schwalmtal





Clothes parlour of the Pfarrcaritas Schulstraße 13, 41366 Schwalmtal Wednesdays 10.00 to 12.00 and 15.00 to 17.00; closed during school holidays

"WIE NEU" Children's and youth boutique
 Ungeratherstraße 27, 41336 Schwalmtal
 Mondays from 10 a.m. to 1 p.m., Wednesdays from 10 a.m. to 1 p.m. and from 3 p.m. to 6 p.m., Fridays from 3 p.m. to 6 p.m.

## Viersen

Viersener Tafel e.V. (food) Hohlstraße 46, 41747 Viersen Viersener-tafel.de

Kaufbar (used goods department stores') Krefelder Straße 173a, 41748 Viersen 02162/8972-560 kaufbar-viersen.de

Social department stores' **"Robin Hood"** Alter Markt 3, 41751 Viersen 02162/58646 adiakonie-krefeld-viersen.de

Clothes chamber of the Protestant refugee aid organisation at the Kreuzkirche ♥ Hauptstr. 120, 41747 Viersen @f luechtl ingshilfe-viersen@ekir.de © Wednesday: 15.00-16.30 Friday: 15.00-17.00 hrs Sunday 11.00-12.00

Caritas clothing store **O**<u>Church of St.Marien, Pastor-Grünig Platz1, 41748 Viersen</u> **O**Mondays 13.30-17.00

Kleiderwelt Sozialdienst katholischer Frauen e. V. ♥ Hildegardisweg 3, 41747 Viersen ● 02162 2498 399 @i nfo@skf -viersen.de © Tuesday 09.00-12.00 Thursday 09.00-12.00 Closed during school holidays and public holidays

St Cornelius clothing store **V**<u>Kreuzherrenstr. 1, 41751 Viersen</u> Every 1st and 3rd Monday of the month from 16.00-18.00

Caritas shop **O**<u>Maximilian-Kolbe-Haus, Josefstr. 13, 41747 Viersen</u> **O**Thursday 14.00-17.00





## Tönisvorst

Caritas clothing store Kirchplatz 15, 47918 Tönisvorst

## Willich

Food bank Willich e. V. Fellerhöfe 1, 47877 Willich 02154/814882 □tafel-willich.de/kunden-infos/#ausgabestellen

Children's second-hand shop Wühlmaus Neersener Straße 41, 47877 Willich 02156/4979-708

Caritas clothing banks Hauptstraße 34, 47877 Willich 02156/5205

Hüttendyck 15, 47877 Willich 02156/3587

#### **Travelling and mobility**

You can explore your city and the district of Viersen. With a residence permit, you can travel throughout Germany. There are several ways to get around.

## **Bus and train**

In the district of Viersen, you can use public transport by bus and train. You need a valid ticket for every journey. Without a ticket, you will have to pay a fine of at least 60 euros. You can buy a bus ticket directly from the bus driver. You can buy a 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:** <u>VRR Verkehrsverbund Rhein Ruhr</u>. This page can also be downloaded as an app.

## The SozialTicket for bus and rail

What is the SozialTicket?

With the SozialTicket, you are mobile at your place of residence at a low price. 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.

The SozialTicket costs €41.20 per month





## Who is the SozialTicket for?

Anyone with an entitlement card (available from the social welfare office)

- Recipients of unemployment benefit II and social benefit (SGB II)
- Recipients of basic security benefits in old age and in the event of 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 <u>here</u>.

## Bicycle

If you know that you will be living in the district of Viersen 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

#### Contracts and debts

You can quickly find yourself in financial difficulties, especially if you are new to Germany. Signing contracts that often incur costs over many months is particularly risky .

#### $\bigcirc$ Never sign a contract if you do not understand everything!

Examples of contracts with fixed terms and costs:

- Fitness studios: In most gyms, contracts run for at least 12 months. You will then have to pay the fee every month.
- Mobile phone contracts: Most mobile phone providers have 2-year contracts. (Exception: you can buy prepaid SIM cards without a contract).





## Debt counselling service

If you do not pay your bills, you incur debts. The "debt counselling service" can help you if you have financial problems. They will look at what has happened together with you and assist you in getting out of debt. You can arrange instalment payments for outstanding bills with the debt counselling service.

 $igodoldsymbol{\bigcirc}$  It is important that you bring any unpaid bills to the consultation.

Debtor and insolvency consulting of the AWO:

<u>awo-kreisviersen.de</u>

Kempen counselling centre

Kleinbahnstraße 59, 47906 Kempen <u>02152/20555-11</u> and <u>-12</u> Schuldnerberatung.kempen@awo-kreisviersen.de

#### Willich counselling centre

Gießerallee 8, 47877 Willich <u>02154/8197-97</u> Schuldnerberatung.willich@awo-kreisviersen.de

**Debtor and insolvency consulting of Caritas:** 

City of Viersen and Süchteln: Heierstraße 17, 41747 Viersen

**Contact persons**:

<u>\$02162/9389-3565</u> g.bachem@caritas-viersen.de

Steeger, Franz-Peter
02162/9389-3561
f-p.steeger@caritas-viersen.de

 Dülken and Boisheim - Viersen-Dülken branch office

 Mühlenweg, 241751 Viersen

 ESabine Broekmans

 02162/10229-72

 Email: s.broekmans@caritas-viersen.de

**Schwalmtal, Niederkrüchten, Brügge**n - Schwalmtal-Waldniel branch office Mankertz, Elisabeth <u>0157/34881001</u> e.mankertz@caritas-viersen.de

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 use.

## 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. Free WLAN is sometimes available in public places.

You can find an overview of the Freifunk sites in the district on the following maps. Public <u>libraries</u> also offer Internet access.

Brüggen Grefrath Kempen Nettetal Niederkrüchten Schwalmtal Tönisvorst Viersen Willich





#### Culture and Leisure

There are many different options for leisure activities in the District of Viersen. Cultural events, courses at a Volkshochschule or sports are popular activities.

Many cultural activities cost money, for example the cinema, theatre or museums. But there are also low-cost, sometimes even free activities offered by various organisations.

The Kreisvolkshochschule offers a varied training and further education <u>programme</u> as well as cultural events.

If you want to get to know the District of Viersen and the Lower Rhine, you can visit the site <u>niederrhein-tourismus.de</u> to find lots of tips for excursions and events in the region.

#### Local offers can be found under the following links:

#### **Bruges**

There is a lively club life in the castle community of Brüggen. We are very proud of this, because they are an important partner in our community.

You can find information on the organisations of our Dutch partner municipality Beesel <u>here</u> and on the <u>homepage</u>.

On the following pages you will find information and contact details for the organisations in Bruges:

- <u>Assistance and charity care</u>
- Sport & Leisure
- <u>Children & Youth</u>
- Senior citizens

#### Grefrath

#### "Outside the box" Grefrath

Intercultural cookery club House at the Dorenburg An der Ev. Kirche 25, 47929 Grefrath Over the edge of the plate.org grefrath@ueberdentellerrand.org

Mum International Café for women with and without children (with childcare) Mother and More" association Open meeting place for mums, dads and children mum-grefrath.de Vinkrather Straße 64 a, 47929 Grefrath Coll 158/800235





# Café International Café for exchange for women, men and children Kolping Grefrath In the canteen of the school at the Dorenburg Burgweg 32, 47929 Grefrath

#### Kempen

Cultural events in Kempen can be found here:

#### 

#### Nettetal

#### NetteKultur

All dates and events involving theatre, art and culture in Nettetal

Doerkesplatz 3, 41334 Nettetal
 <u>Nettekultur</u>
 <u>02153/8984141</u>
 <u>nettekultur@nettetal.de</u>

#### **Traditions and folk festivals**

You can find an overview of all **Carnival clubs** <u>here</u>. You can find an overview of all the **target shooting clubs** in Nettetal <u>here</u>.

#### Kirmes

Kaldenkirchen: Markplatz

Loebberich: Brockerhof / von-Bocholtz-Straße

#### Viersen

Cultural events in the city of Viersen can be found here:

#### <u>□viersen.de</u>

## Children, young people and families

Children, young people and families are under special protection in Germany. This protection begins during pregnancy and 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 who ensure that children are not harmed by their environment.





Further information for families can be found in the <u>family guide</u> (pdf) for the district of Viersen.

Families have many benefits in Germany. These include family co-insurance and many favourable offers for the use of cultural, sports and leisure facilities. Families are also entitled to counselling and benefits within the framework of child and parental allowance.

Further information on parental and child benefit can be found <u>here</u>.

Families in Germany look very different. There are families where a man and woman are married and have one or more children together.

There are unmarried couples with children or families with only one parent (single parents). There are families with same-sex parents (two women or two men) who have children and there are families where the parents have children from a previous partnership or have adopted children.

The Federal Foreign Office has compiled <u>information on family reunification</u> specifically for refugees from Syria in Arabic, German and English.

## Offers for children, young people and families

There are many places in the district of Viersen where children, young people and families can spend their leisure time free of charge. You can find local offers here:

## Brüggen

In the municipality of Brüggen, children can play, run and climb to their heart's content on a total of 38 playgrounds and football pitches. The facilities range from simple sand play areas for the little ones to a wide variety of equipment for older children and football pitches for "professional footballers".

The employees of the municipal building yard take care of maintenance and control. However, if you notice any damage or soiling to the play equipment or pitches, we would be grateful if you would inform the local authority's sports department.

#### Playgrounds and sports facilities at a glance

#### Playgrounds in the district of Brüggen

- **Dilborner Piratennest (halfpipe)**: Dilborner Straße, also easily accessible via the Schwalmauen. (3 to 14 years)
- Falkenweg (3 to 8 years)
- from Schaesbergweg/Deilmannweg (3 to 10 years)
- Lindenweg/corner of Birkenweg (3 to 12 years)
- **Burgwall** (3 to 8 years)
- Leonard-Jansen-Straße (3 to 12 years)
- Skate park behind REWE (for teenagers)
- Play area at the Lüttelbrachtkindergarten (3 to 8 years)

## **Playgrounds in the Bracht district**

• Weizer Platz (small children)





- Holtschneiderweg (3 to 10 years)
- Uhlandstraße (3 to 10 years)
- Hendrik-Goltzius-Straße (3 to 14 years)
- Nordwall/Am car park (3 to 8 years)
- Angenthoer/Tulpenweg football (4 to 14 years)
- Franziskusweg play corner (3 to 8 years)

#### **Playgrounds in the Born district**

- Schumannstraße table tennis (4 to 14 years)
- Behind the church (3 to 8 years)
- Schlehenweg/Wacholderweg (3 to 10 years)
- Tantelbruchweg (3 to 8 years)
- Haverslohe (3 to 10 years)

#### Sports facilities in the Brüggen district

- Deichweg (football)
- Eichenweg (football, basketball)
- In der Haag (football)
- Youth hostel (football)
- Lüttelbracht (football, basketball)
- Tegeler Weg Genholt (basketball)

#### Sports facilities in the district of Bracht

- Alster Kirchweg (football)
- Fire station (football)
- Heidhausen fire station (football, volleyball)
- Op de Haag (basketball)
- Solferinostraße (basketball)

#### Sports facilities in the Born district

In Born there is a football pitch behind the "Am Vennberg" sports ground.

#### Brüggen

Youth centre "Neue Kolibri" ♥ Altkevelaer Str. 12, 41379 Brüggen ⓑ 02157 90678 Second Home" youth centre ♥ Klosterstr. 38, 41379 Brüggen ⓑ 02163 5701130 Born Youth Centre ♥ Schwalmweg 16, 41379 Brüggen ⓑ 02163 949913 Streetwork contact point ♥ Vennmühlenweg 2a, 41379 Brüggen ⓑ 02163 3489640 ⓑ 0152 52940092

## Grefrath





## Mother and more" association Open meeting place for mums, dads and children Vinkrather Straße 64 a, 47929 Grefrath □mum-grefrath.de **&2158/800235** Tuesdays and Thursdays 3.00 - 6.00 pm **DINGENS youth centre** Youth culture café, contact point for mobile youth work Rathausplatz 5, 47929 Grefrath **\_\_grefrath.de Contact persons**: 💼 Mrs Brinkmann **60175/1538064** joyce.brinkmann@grefrath.de 💼 Mr Ulbrich **∞0175/4300833** jan-pirco.ulbrich@grefrath.de Participation of children and young people Mrs Frühling **∞**0151/21931961 melissa.fruehling@grefrath.de Mondays and Tuesdays counselling appointments by arrangement Wednesdays and Thursdays 16.00 - 21.00 (open meeting place) 1st to 3rd Friday of the month: 19.00 - 23.00 (from 16 years) Saturdays 14.00 - 20.00 (open meeting place)

## Kempen

## Campus - House for families Spülwall 11, 47906 Kempen Campus-kempen.de Campus@kempen.de Calimero youth centre Aldekerker Str. 19, 47906 Kempen - St. Hubert O2152/6349 Ifzcalimero@t-online.de or lukas.hinsken@kempen.de Mounty youth centre Erprathsweg 7, 47906 Kempen - Tönisberg O2845/8357 jonas.straeten@kempen.de Straelener Str. 2, 47906 Kempen - Hagelkreuz O2152/9173059 or 02152/6349 I ukas.hinsken@kempen.de

# Nettetal

## Catholic youth leisure centre "Arche"

Leisure activities, play and adventure education as well as cultural, media education and creative programmes An Sankt Sebastian 37, 41334 Nettetal





## **∞02153/914130** arche@kgv-nettetal.de Catholic children's and youth centre "Piet 8" Leisure activities, play and adventure education, cultural, media education and creative activities as well as compulsory holiday care Wankumer Straße 8, 41334 Nettetal □Youth leisure centre "Piet 8" **6**02153/9570018 piet8@kgv-nettetal.de Catholic youth centre "OASE" Leisure activities, creative and cooking programmes Am Kastell 5, 41334 Nettetal □OASE" youth centre **6**02153/71733 oase@kgv-nettetal.de Mobile youth work/streetwork **9** Berlinerstr. 8, 41334 Nettetal **\$**0177 8213197 Protestant Games Café Kaldenkirchen **P**Friedrichstr. 48, 41334 Nettetal **6**02157 3865 Nettetal holiday play calendar You can find opportunities for leisure activities, reliable childcare, creative activities, day trips and sporting activities during the school holidays in the holiday play calendar. holiday games calendar

## Niederkrüchten

Children's and youth centre "DOC5" O <u>Dr Lindemannstr. 5, 41372 Niederkrüchten</u> <u>02163/32589</u> Children's and youth leisure centre Elmpt/Treff **13** <u>Lehmkul 13, 41372</u> <u>Niederkrüchten</u> <u>02163/984587</u> Mobile child and youth work <u>0173/7021202</u> Mobile youth centre in Niederkrüchten and Schwalmtal <u>0163/370029</u>

## Schwalmtal

Chilly Youth Centre Sequence Constraints of the municipality of Schwalmtal Constraints of Schwalmtal Constraints of Schwalmtal Constraints of the municipality of Schwalmtal.

## Tönisvorst

**The living room - children's and youth centre O**<u>Gerkeswiese 40, 47918 Tönisvorst</u> **C**<u>O2156971960</u> **Meeting point JFZ St.Tönis O**<u>Gelderner Str. 61</u>, 47918 Tönisvorst **C**<u>O2151994855</u>

## Viersen





Summer holidays in Viersen - Youth Welfare Office **Contact persons**: Berthold, Thekla **& 02162/9184226** Caniels, Anne **& 02162/9184220** Email (for enquiries): jugendarbeit@viersen.de "Blue House 🖓 Stadtwaldallee 50 📞 0216217021 @blaues-haus@diakonie-krefeld-viersen.de "ALO" Ketteler Straße 45, 41751 Viersen □alo-duelken.de Contact person: Passon, Bettina **6**02162/52932 alo@st-cornelius.de "EVVE" Westring 27, 41749 Viersen \_\_\_\_\_evve-suechteln.de Contact person: Lammertz, Teresa <u>602162/67887</u> evve.suechteln@ekir.de Hubert Vootz House Krefelder Straße 123, 41748 Viersen Contact person: Strutz, Otto <u>&02162/353772</u> buero@hubert-vootz-haus.de Josefshaus Ortring 33, 41749 Viersen **□**josefshaus-viersen.de Contact person: Bimmermann-Winzker, Brigitte **©02162/70255** josefshaus-viersen@web.de Youth café "ett" Viersener Straße 41, 41751 Viersen \_\_ekduelken.de/atcfe-offene-jugendfreizeiteinrichtu... **Contact person**: Scheer, Mario **6**02162/530976 mario.scheer@ekir.de Insel youth sports centre Pestalozziweg 1, 41748 Viersen **Contact person**: Caniels, Anne **6**02162/9184220 anne.caniels@viersen.de Homebase 42 Willy-Brandt-Ring 42, 41747 Viersen jugendamt@viersen.de KONKRET Support for families and young mothers 🖻 Contact person: Nicole Henneböhl 📞 02162101768 Cafè Kö 🖓 Königsallee 26, 41747 Viersen 📞 0216222364 @cafekoe@gmx.de Treff 26 Königsallee 26, 41747 Viersen □viersen.ekir.de Contact person: Schölermann, Gitta **∞02162/9399013 ∞01590/1155933** gitta.schoelermann@ekir.de

Willich





Juca" youth café Siedlerallee 27, 47877 Willich Solf3/2580363 juca-schiefbahn@gmx.de Youth leisure centre "Hülse" Schiefbahner Str., 47877 Willich Solf254/8877056 www.jhz-huelse.de Youth leisure centre KaRo 11 Robertstr. 11, 47877 Willich Solf254/4811801 Youth leisure centre "No. 7" Virmondstr. 7, 47877 Willich Solf256/492766 www.number-7.de Youth Vocational Assistance Willich Solf256/2030 www.jugendzentrum-titanic.de Youth café "Rampenlicht" Solf256/2030 www.jugendzentrum-titanic.de Youth café "Rampenlicht" Solf256/2010 Solf256/2010 Solf256/109041 Mobile youth work Solf256/1081 Evangelical Emmaus Parish Contact persons Offers for Neersen: Ars Houf Solf2500 Protestant parish Anrath Contact person Solfer Mr Lahn Solf256/45551

## Parental and child benefit

## **Parental allowance**

Parental allowance compensates for restrictions in the parents' income if they work less or not at all after the birth. Parents who live separately can also claim parental allowance. The amount of parental allowance depends on the parent's income before claiming it. You can claim parental allowance if you have a settlement or residence permit in Germany. You can find more detailed information <u>here</u>.

## 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 <u>here</u>.

## **Counselling centres**

#### Children and youth hotline "Nummer gegen Kummer"

A nationwide telephone service for children and young people - free of charge, confidential, anonymous. Telephone: 0800/1110 33 Mondays to Saturdays 2 p.m. - 8 p.m.

# Counselling for refugee families with a disabled or traumatised child/adolescent from Lebenshilfe e.V.

Contact person: Mr Klingen
 Kniebelerstraße 23, 47918 Tönisvorst
 02156/494055
 s.klingen@lebenshilfe-viersen.de

# Child and adolescent psychiatric outpatient clinic - LVR Klinik für Psychiatrie Viersen

Horionstraße 14, 41749 Viersen & 02162/965211 kjpambulanz-viersen@lvr.de





Telephone hours: Mondays to Fridays 9:00 a.m. - 12.00 p.m., Mondays to Thursdays 2:00 p.m. - 4:00 p.m.

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#### Allgemeiner Sozialer Dienst (ASD) (General Social Services)

The General Social Services (ASD) is an institution of the Youth Welfare Office (Jugendamt) situated where you live. It helps people who are in difficult situations and need support. Its experts offer information, advice and help finding suitable support. The ASD provides confidential and anonymous help with:

- Personal crises
- Behavioural problems
- Educational difficulties
- Relationship conflicts
- Effects of separation and divorce
- Custody disputes
- Neglect
- Child abuse
- Sexual abuse
- Child well-being at risk

#### For Brüggen, Grefrath, Niederkrüchten, Schwalmtal and Tönisvorst:

 $\frac{1}{100}$  Telephone consultation: Monday to Friday 9:00 a.m. - 7:00 p.m.  $\frac{1}{100}$  In-person meetings by appointment.

#### Brüggen

Alter Postweg 9, 41379 Brüggen <u>familienwegweiser-kreisviersen.de</u> <u>02163/10610</u>

**Grefrath**Deversdonk 1, 47929 Grefrath
<u>02158/405673</u>

#### Niederkrüchten

Laurentusstraße 19, 41372 Niederkrüchten Gamilienwegweiser-kreisviersen.de 02163/980169

Schwalmtal Schulstraße 28 a, 41366 Schwalmtal Schwalmtal.de 02163/10610

Tönisvorst Benrader Straße 9, 47918 Tönisvorst ©02151/9310610





#### Kempen

Schorndorfer Straße 16, 47906 Kempen kempen.de Mondays, Wednesdays and Fridays 8:30 a.m. - 12:30 p.m., Thursdays 2:30 p.m. - 6 p.m.

Nettetal Doerkesplatz 1, 41334 Nettetal nettetal.de

Viersen Rathausmarkt 1, 41747 Viersen Viersen.de

Willich Hauptstraße 6, 47877 Willich Stadt-willich.de

# Frauenberatungsstellen (Women's Counselling Centres):

Frauenberatungsstelle (Women's Counselling Centre) are psychosocial institutions for women and girls over the age of 16. They offer counselling sessions, crisis intervention and phone counselling. Counselling is independent of nationality and denomination.

#### Frauenzentrum Viersen e.V.

Gladbacher Str. 25, 41747 Viersen frauenzentrum-viersen.de 02162/18716 frauenzentrum-viersen@t-online.de

Open counselling: Mondays 4:30 p.m. - 6:00 p.m., Thursdays 9:00 a.m. - 10:30 a.m.
 An individual counselling appointment can be made at the following times: Mondays from 9:00 a.m. - 11:00 a.m., Tuesdays from 9:00 a.m. - 11:00 a.m. and Fridays from 9:00 a.m. - 11:00 a.m.

## Sozialdienst katholischer Frauen e. V. Viersen

Hildegardisweg 3, 41747 Viersen Skf-viersen.de 02162/2498399 info@skf-viersen.de

Mondays to Thursdays 9:00 a.m. - 12:30 p.m. and 2:00 p.m. - 4:30 p.m., Fridays 9:00 a.m.
 - 12:30 p.m.

Schwangerschaftsberatung (Pregnancy Advice Centre) & 02162/2498399
schwangerenberatung@skf-viersen.de

Mondays to Thursdays 9.00 a.m. to 12:30 p.m. and 2:00 p.m. to 4:00 p.m.; Fridays 9:00 a.m. to 12:30 p.m.

Women's shelter for the District of Viersen

<u>©02162/814342</u> frauenhaus@skf-viersen.de





#### Telephone helpline "violence against women"

The "Gewalt gegen Frauen" (Violence against women) helpline provides counselling for affected women everywhere in Germany. It provides information and, if needed, can put you in contact with suitable support organisations in your area. The (female) counsellors on this helpline provide advice for all forms of violence against women. Counselling is available in many languages with the help of interpreters.

 $\bigcirc 08000/116016$   $\square hilfetelefon.de$ 

## Counselling in parenting, couples and life issues

#### In Brüggen, Grefrath, Nettetal, Niederkrüchten, Schwalmtal and the City of Viersen:

## Viersen Protestant Counselling Centre

Hauptstraße 120, 41747 Viersen diakonie-krefeld-viersen.de 02162/15030 beratungsstelle-vie@diakonie-krefeld-viersen.de

#### In Kempen, Tönisvorst and Willich:

#### Krefeld Protestant Counselling Centre

Dreikönigsstraße 48, 47799 Krefeld diakonie-krefeld-viersen.de 02151/3632070 eb-krefeld@diakonie-krefeld-viersen.de

## Counselling centres near you:

#### Brüggen

## BIS - Beratung Information Selbsthilfe e.V. Klosterstraße 5, 41379 Brüggen □ bis-brueggen.de 02163/5622 info@bis-brueggen.de

#### Familienzentrum e.V. Vennmühle

Vennmühlenweg 24, 41379 Brüggen familienzentrum-brueggen.de 02163/6960

# German Red Cross family centre Sternenland Gartenstraße 14, 41379 Brüggen familienzentrum-sternenland.de 02157/8717

#### Kempen





 Kempen Catholic counselling centre for parents, children and young people

 Kauertzacker 9, 47906 Kempen

 ©02152/52213

 eb-kempen@mercur.caritas-ac.de

SKM - Catholic association for social services Kirchstraße 1, 47906 Kempen Skm-kempen-viersen.de 02152/9929600

## Nettetal:

#### Legal advisers

The legal advisers help to establish paternity, including notarisation, calculate child support claims and support you in any necessary collection of support.

City of Nettetal Doerkesplatz 11, 41334 Nettetal Inettetal.de

info@skm-kempen-viersen.de

#### base-L Nettetal

Target group: Young people with and without a migration background from grade 8 to 13 at Gesamtschule, Berufskolleg, Realschule; young people with and without a migration background with special support needs. Services:

- Advising young people on career choices (coaching)/preparation for application procedures
- Social pedagogical support for pupils in need
- Counselling and support to include children in the connection process
- Cooperation with local businesses and associations
- Organisation: Trainees
- Professional figures in the classroom
- Tutoring for young people in training
- Cooperation with Berufskollegs

von Waldois-Straße 6, 41334 Nettetal base-I.de info@base-I.de

#### "Felix" network

AWO- Kreisverband Viersen e.V. Counselling for families with mentally ill parents Hochstraße 29, 41334 Nettetal netzwerk-felix.de 02153/953970 netzwerk-felix@online.de

## Breyell Residents' Office (Bürgerbüro)

Communities and neighbourhood work oriented towards living space Berliner Straße 8, 41334 Nettetal





□ <u>caritas-viersen.de</u>
 <u>02153/957235</u>
 <u>bbb@caritas-viersen.de</u>

#### Catholic youth centre "OASE"

Search for apprenticeships, search for jobs, search for work placements, search for school-based training opportunities

Am Kastell 5, 41334 Nettetal Colored States Action of the second states and the second

#### **Streetwork Nettetal**

Help in all life situations, such as homelessness, pregnancy, problems with parents, at school or in training, etc.)

Berliner Straße 8, 41334 Nettetal Streetwork-nettetal.de 0177/8213197 or 01523/8096591 info@streetwork-nettetal.de

## Viersen:

#### Family counselling of the City of Viersen

Contact person: Mrs Rassa
 Wilhelmstraße 5-7, 41747 Viersen
 02162/101772
 familienberatung@viersen.de
 Consultation hours by arrangement

## Caritas Catholic counselling centre for parents, children and young people

Hildegardisweg 3, 41747 Viersen Colored States Sta

#### Viersen women's centre

Gladbacherstraße 25, 41747 Viersen 02162/18716 or 106809 frauenzentrum-viersen@t-online.de Tuesdays to Fridays 9:00 a.m. to 5:00 p.m. and by appointment

## Early help

## Family health and paediatric nurses

## Support and counselling for parents and children

The first years of your child's development are formative. 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 shildle life (0.2 years)

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.

Take a look at our online portal, the family guide. Here you will find offers and support for families in the entire district of Viersen: <a href="http://www.familienwegweiser-kreisviersen.de">www.familienwegweiser-kreisviersen.de</a>

Further information can be found in the digital flyer.

#### Your contact

Early help network coordination, district of Viersen
Rathausmarkt 3, 41747 Viersen
Contact person: Becker, Nina
O216239/1869
nina.becker@kreis-viersen.de

Please get in touch!

The programme is supported by the Bundesstiftung Frühe Hilfen and the district of Viersen in cooperation with Katharina Kasper ViaNobis GmbH and Pädnetz Niederrhein.

#### **Sports and Exercise**

Having fun when exercising is one thing. But sport offers you another benefit, too: It is a great and proven way to settle into a new environment and make contact with new people. The rules of sport do not know any cultural or national boundaries and are usually understood without a





common language.

"**Stützpunktvereine (support clubs)**" in the District of Viersen are particularly committed to welcoming and supporting newly arrived immigrants: <u>Stützpunktvereine (support clubs) in the District of Viersen.</u>

Kreissportbund Viersen e.V. Rathausmarkt 3, 41747 Viersen (room U310) ↓ksb-viersen.de Contact person: Bouscheljong, Jutta 0 21 62 / 39 17 34 jutta.bouscheljong@kreis-viersen.de

Office hours: Mondays - Thursdays 8:30 a.m. to 4:00 p.m. Fridays 8:30 a.m. to 12:00 p.m. During school holidays: 8:30 a.m. to 12:00 p.m.

#### Go to the club search on the KSB website

 $\bigcirc$  Funding for the membership fee for a sports club can be provided for children of recipients of social benefits through the Education and Participation Package (BuT; Bildungs- und Teilhabepaket).

#### You can find local clubs under the following links:

You can find an overview of associations in Kempen here: <u>www.kempen.de</u>
 You can find an overview of sports clubs in Schwalmtal here: <u>schwalmtal.de</u>
 You can filter the clubs in Viersen by the type of sport under the following link: <u>viersen.de</u>

## Brüggen

You can find an overview of sports clubs in Brüggen here.

#### Kempen

You can find an overview of local associations here: <u>www.kempen.de</u>

#### Nettetal

You can find an overview of the large number of sports clubs in Nettetal under the following links:

<u>nettetal.de</u>
<u>sv-nettetal.clubdesk.com</u> (Sorted by sport)

#### Schwalmtal

☐ You can find an overview of local sports clubs here: <u>schwalmtal.de</u>

#### Viersen

Clubs in the city of Viersen can be found here:



<u>https://www.viersen.de/sport-im-verein</u>

## Lesbian, gay, bisexual, trans, queer and intersex (LGBTQIA+) people

People of different religions, different genders, different places of origin and different political views all live together peacefully in Germany and have the same rights. This also applies to sexual orientation and gender identity. Lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) people have the same rights as anyone else in Germany.

For official documentation, Germany has recently added a third option, "divers", to the traditional "female" and "male". In Germany, transgender individuals can have their name and gender legally changed. Women are allowed to fall in love with and marry other women in Germany; the same is true for men.

② Many LGBTQI people have fled their countries of origin due to discrimination and travelled to Germany. If you are a refugee who is lesbian, gay, bisexual, transgender\*, queer or intersex\*, you can find support, community and social contact and information from the many LGBTQI\* organisations in Germany. The "Queer Refugees Deutschland" project from LSVD can provide contact details and other information:

Lesben- und Schwulenverband in Deutschland (LSVD) (Lesbian and Gay Federation in Germany) "Queer Refugees Deutschland" project

gueer-refugees.de
queer-refugees@lsvd.de

# Migration and asylum

## **Registration and accommodation**

## Registration

After arriving in Germany, every person must register as an asylum seeker. **Without registration, residence is illegal**. Registration can be done at an initial reception centre, an arrival centre, the foreigners authority or the police. When you register, your personal data, photo and fingerprints are stored.

After registration, you will be assigned to an initial reception centre. There you will undergo a medical examination and receive your **proof of arrival (=AKN)**. You can use this document to apply for asylum.

You will be accommodated in a **central accommodation centre (ZUE)** or in emergency accommodation. The ZUE of the district is located in the town of Viersen.

## Allocation

After **3 months** at the latest, you will be assigned to a municipality or town by the <u>Arnsberg</u> <u>district government</u>. You will stay here until the Federal Office for Migration and Refugees (BAMF) has decided on your asylum application. Most people live in shared accommodation during the asylum procedure.



☐You can find information on **housing** <u>here</u>.

# **Application for redistribution**

You cannot decide for yourself where you live during the asylum procedure. One exception is **family reunification**. If your nuclear family (spouse and children up to the age of 18) lives in a different place, you have the option of moving. This is called **redistribution** and must be applied for at the Arnsberg district government. You can get help from the social welfare office or the advice centres. You can only move once the application has been approved.

Application for redistribution within North Rhine-Westphalia (pdf)

## Information on the asylum procedure

If you are registered in Germany and live in shared accommodation, these are the next steps for you.

# 1. personal application for asylum

You apply for asylum at the Federal Office for Migration and Refugees (BAMF)

Asylum procedure counselling can provide you with important information for the asylum procedure. The refugee and integration counselling service is responsible for this

**Important**: You can only submit your application in person. 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 manager.

## 2. first interview appointment (asylum application)

You must report to the local authorities after your first appointment:

- Brüggen
- Grefrath
- <u>Kempen</u>
- <u>Nettetal</u>
- <u>Niederkrüchten</u>
- <u>Schwalmtal</u>
- <u>Tönisvorst</u>
- <u>Viersen</u>
- <u>Willich</u>

## **3rd personal interview**

The second interview appointment is the actual interview. The BAMF will then decide on your asylum application and send you a decision. The decision will be explained in detail.

#### a) The decision is negative





If the decision is negative and you wish to contest it (i.e. you do not agree with it), go to your <u>asylum counselling</u> centre immediately. They will discuss with you what you can do. For example, you can appeal against the decision.

If you decide to leave voluntarily, you can receive financial support for your new start in your country of origin.

# b) The decision is positive, i.e. you are recognised as entitled to protection. The next steps are

- 1. You apply for a residence permit.
- 2. You submit the application to your local authority and it is then forwarded to the immigration office
- 3. You will receive an appointment from the Foreigners' Registration Office to have your biometric data recorded.
- 4. The electronic residence permit (eAT) will then be ordered from the Federal Printing Office by the Foreigners' Registration Office.
- 5. After delivery, you will receive another appointment to collect your electronic residence permit.

**Job centre**: You will no longer receive your money from the social welfare office, but must apply to the job centre in your town or municipality.

- <u>Brüggen</u>
- Grefrath
- <u>Kempen</u>
- <u>Nettetal</u>
- <u>Niederkrüchten</u>
- <u>Schwalmtal</u>
- <u>Tönisvorst</u>
- <u>Viersen</u>
- <u>Willich</u>

# There are four forms of protection that have different effects on your future residence:

#### 1. asylum authorisation and 2. refugee protection

- Residence permit for 3 years
- Refugee passport
- Permanent settlement permit is possible after 3 years with language level C1 if you are predominantly able to earn a living, otherwise after 5 years
- Unrestricted access to the labour market gainful employment permitted
- Entitlement to privileged family reunification (within 3 months of the decision, an application for family reunification must be submitted to the German diplomatic mission abroad with a visa application from the family member. The deadline is also deemed to have been met if you inform the immigration authority of the intended family reunification.
- 3. subsidiary protection





- Residence permit for 1 year, which can be extended by 2 years.
- A permanent settlement permit is possible after 5 years
- · Unrestricted access to the labour market gainful employment permitted
- no entitlement to privileged family reunification family reunification possible under certain conditions (maximum limit of 1000 visas per month)
- there is a passport requirement

#### 4. prohibition of deportation

- Residence permit for 1 year, extension possible
- · Permanent settlement permit possible after 5 years
- Unrestricted access to the labour market gainful employment permitted
- no entitlement to privileged family reunification family reunification only possible for reasons of international law or humanitarian reasons or to safeguard the political interests of the Federal Republic of Germany
- there is a passport requirement

#### **EU** immigration

## EU citizens and their family members are permitted to travel freely.

This means that they are entitled to move around and reside freely in the member states of the European Union. The law on the general free movement of EU citizens enables the entrance into and residence in Germany without a visa or residence permit.

The freedom of movement provisions apply for citizens of the following countries:

Belgium, Bulgaria, Denmark, Estonia, Finland, France, Greece, Great Britain, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, The Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, The Czech Republic, Hungary and Cyprus.

#### Who is entitled to freedom of movement?

- European Union citizens who want to reside for work, to search for work or for professional education
- European Union citizens if they are entitled to carry out a self-employed activity (settled self-employed workers)
- European Union citizens who without settling themselves there want to provide services as a self-employed worker (provider of services), if they are entitled to provide the service
- European Union citizens as recipients of services, European Union citizens who are not in employment and who possess sufficient health insurance coverage and sufficient means of subsistence
- Family members if they accompany the European Union citizen or join them and who possess sufficient health insurance coverage and sufficient means of subsistence
- European Union citizens and their family members who have obtained a permanent right of residence. A five year period of residence is required for this. You can apply for a permanent residence certificate (Daueraufenthaltsbescheinigung) at the <u>Bureau for Foreigners</u>





#### (Ausländerbehörde).

You and your family members are obliged to possess a valid passport or substitute passport for the duration of the residence in Federal German territory.

Taking up residence within the territory of the Federal Republic of Germany as well as any change of residence must be reported to the competent Registry Office (Einwohnermeldeamt). You do not need a special work permit.

If the conditions for freedom of movement cease to exist, this freedom can be withdrawn and you can be deported.

□You can find more information on the topic of migration and residence <u>here</u>.

QYou can find information on skilled labour immigration, labour migration, here.

QYou can find the contact for the EU Equal Treatment Body for EU workers here.

#### Important documents / residence status

Every person who seeks asylum in Germany needs to have an identification card (Ausweis). Your identification card provides details on your status and whether restrictions apply for any potential employment.

#### There are 5 types of documents:

# 1. Proof of arrival

Status: Asylum seekers

Background: A proof of arrival (certificate of registration as seeking asylum) is issued to a foreigner if they have requested asylum and have been processed by the registration authorities but have not yet filed an asylum application. Valid for the period between registration as an asylum requester and official application for asylum at the Federal Office for Migration and Refugees (BAMF).



# 2. Temporary residence permit (Aufenthaltsgestattung)

#### Status: Asylum seekers

Background: Issued to foreigners who have officially applied for asylum until their application has been considered. The Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge – BAMF) makes the decision to accept or reject your application. If the application for asylum is rejected for being unfounded, it is possible to appeal the decision





before an administrative court. You are allowed to remain in Germany until the administrative court has reached its decision.

The ID card for asylum seekers includes conditions of employment, residence and possibly territorial limitations.

- If you require a special permit to take on employment, apply for this permit at the <u>Bureau for</u> <u>Foreigners (Ausländerbehörde)</u> (employer or employee)
- Responsible for the placement in work: <u>Agentur für Arbeit (Federal Employment Agency)</u>.
- Responsible for social services: Local government offices (<u>Brüggen</u>, <u>Grefrath</u>, <u>Kempen</u>, <u>Nettetal</u>, <u>Niederkrüchten</u>, <u>Schwalmtal</u>, <u>Tönisvorst</u>, <u>Viersen</u>, <u>Willich</u>)



# 3. Probationary permit (Fiktionsbescheinigung)

Status: Recognised refugees

Background: Certificate confirming the existence of a temporary right of residence, which frequently accompanies the application for the granting or extension of a residence permit (Aufenthaltserlaubnis) submitted to the <u>Bureau for Foreigners (Ausländerbehörde)</u>.



# 4. Residence permit (Aufenthaltserlaubnis)

Status: Recognised refugees

Background: Positive decision on the application for asylum

The residence permit (Aufenthaltserlaubnis) is a temporary residence permit (befristeter Aufenthaltstitel). It is issued in accordance with the Residence Act. For refugees, there are various types of residence permits (Aufenthaltserlaubnis) for humanitarian reasons.

- This opens up the option for a future indefinite right of residence (settlement permit (Niederlassungserlaubnis))
- Unrestricted access to the labour market





 Responsibility for work placements and social benefits: <u>Local Jobcenter</u> / the employment and benefit centres (die Beschäftigungs- und Leistungszentren; BLZ) (<u>Büggen</u>, <u>Grefrath</u>, <u>Kempen</u>, <u>Nettetal</u>, <u>Niederkrüchten</u>, <u>Schwalmtal</u>, <u>Tönisvorst</u>, <u>Viersen</u>, <u>Willich</u>)



# 5. Exceptional leave to remain (Duldung)

Status: Person with exceptional leave to remain (Geduldete)

Background: Negative decision on the application for asylum

An exceptional leave to remain (Duldung) is a temporary postponement of deportation. This document is only granted if deportation is impossible for legal, practical, humanitarian or personal reasons.

- General regulation for temporary legal suspension of deportation for certain groups by order of the highest state authority for a maximum duration of 3 months ("suspension of deportation")
- A work permit is always necessary and can be requested from the <u>Bureau for Foreigners</u> (Ausländerbehörde) (employer or employee)
- Responsible for the placement in work: <u>Agentur für Arbeit (Federal Employment Agency)</u>.
- Responsible for social benefits: Local Social Welfare Offices (Sozialamt) (<u>Büggen</u>, <u>Grefrath</u>, <u>Kempen</u>, <u>Nettetal</u>, <u>Niederkrüchten</u>, <u>Schwalmtal</u>, <u>Tönisvorst</u>, <u>Viersen</u>, <u>Willich</u>)



## **Unaccompanied Minor Refugees**

Refugees under the age of 18 who have entered Germany **unaccompanied** are called **u**nbegleitete **m**inderjährige **A**usländer = **umA**. These youths are reported to the Youth Welfare Office (Jugendamt). The Youth Welfare Office talks to the young people and determines their age. The decision on how old the child is determines whether the Youth Welfare Office will take care of the underage person (younger than 18) and place them in special accommodation for young people ("custody"). If the Youth Welfare Office says that the person is "of age" (18 years and older), the person receives a rejection notice and is treated as an adult. The Youth Welfare Office will bring an interpreter to the appointment.





If you are not yet 18 years old on your proof of arrival, but the Youth Welfare Office gives you a rejection notice, the Youth Welfare Office must enter a new date of birth on the decision. Only then can you have your documents changed by the Bureau for Foreigners and the Social Welfare Office.

Some minors (persons under the age of 18) enter the country without their parents, but **with relatives** (for example with an uncle or aunt, cousins or older siblings). Your accommodation support will report this to the Youth Welfare Office after your arrival. The Youth Welfare Office talks to the minor and the adult relatives and checks whether the minors can stay there. In addition, the Youth Welfare Office will decide whether a guardian is to be appointed. The Youth Welfare Office will fare Office will bring an interpreter with it to the interview.

Adult relatives can also go to the Family Court to apply to be the child's official guardian. The relative(s) with the guardianship take full responsibility for the minor(s) in place of the parents.

☐ You can find more information on the website of the District of Viersen Family Court.

## **Immigration of Skilled Workers**

## The Skilled Workers Immigration Act (Fachkräfteeinwanderungsgesetz)

The Skilled Workers Immigration Act makes it easier for skilled workers with vocational, non-academic training to immigrate to Germany for work purposes. Existing regulations for skilled workers with university degrees will be maintained and in some cases made even easier.

## 1. For companies:

- Accelerated skilled worker procedure: With the power of attorney of the skilled worker, employers can file an accelerated skilled worker procedure with the competent Bureau for Foreigners (Ausländerbehörde) in Germany. An agreement must be concluded between the company and the Bureau for Foreigners (Ausländerbehörde). Among other things, the agreement must contain the powers of attorney and responsibilities of the employer, the skilled worker and the authorities involved (Bureau for Foreigners (Ausländerbehörde), Federal Employment Agency (Bundesagentur für Arbeit), recognition offices, diplomatic representation abroad) as well as a description of the procedures including the parties involved and deadlines.
- The **fees** for the accelerated skilled worker procedure at the Bureau for Foreigners (Ausländerbehörde) come to 411 euros. In addition, there is a visa fee of 75 euros as well as any other applicable fees (certified copies, translations).
- The Bureau for Foreigners (Ausländerbehörde) advises the employer and supports them in carrying out the procedure for the recognition of the foreign qualification of the skilled worker. The Bureau for Foreigners (Ausländerbehörde) shall obtain the approval of the Federal Employment Agency (Bundesagentur für Arbeit) and check the conditions for granting the permit under aliens law. The recognition offices and the Federal Employment Agency (Bundesagentur für Arbeit) must decide within the specified deadlines.
- If all **requirements** are met, the Bureau for Foreigners (Ausländerbehörde) will issue a so-called advance approval, which it will then send to the employer for forwarding to the skilled worker. The skilled worker then books an appointment with the diplomatic representation abroad to apply for the visa, which will take place within three weeks. At this appointment, the original advance approval must be presented together with other



documents required for the visa application.

- Once the completed **visa application** has been submitted by the skilled worker, a decision will normally be made on it within an additional three weeks.
- The **accelerated procedure** for skilled workers also includes the skilled worker's spouse and underage, unmarried children if they meet the legal requirements for family reunification.

# 2. For skilled workers

- **Definition of skilled worker**: Skilled workers are defined as persons with a university degree or qualified vocational training of at least two years. A prerequisite for both groups is that their foreign qualifications have been recognised by the competent authority in Germany.
- **Labour market entry:** Entry into the labour market will be made easier: The qualified skilled worker must have an employment contract and a concrete job offer and a qualification recognised in Germany. The Federal Employment Agency (Bundesagentur für Arbeit) will check the working conditions at the workplace.
- **Employment opportunities:** A skilled worker may be employed in an occupation that their qualification allows them to do. This means that it is possible to work in related professions. Additionally, skilled workers with an academic education are allowed to work outside of jobs that require a university degree. They may also be employed in other qualified occupations which fall within the professional context of the qualification and for which, in principle, vocational, non-academic training is required. Assistant professions and training professions are excluded, it must be qualified employment in all cases. The <u>EU Blue Card</u> always requires employment appropriate to the professional qualification, which usually requires an academic degree.
- Skilled workers with vocational training: The employment of skilled workers with vocational, that is, non-academic training is no longer limited to occupations with shortages. With a vocational training that has been recognised in Germany, residence permits (Aufenthaltstitel) for qualified employment will also allow these skilled workers access to all professions in which their qualifications allow them to work.
- Entering the country to find a job: Skilled workers with qualified vocational training are also able to enter the country to look for a job. You will receive a residence permit (Aufenthaltserlaubnis) for up to six months. Prerequisites are that the foreign qualification has been recognised by the competent authority in Germany, that your livelihood is secured for the duration of your stay and that you have the appropriate knowledge of German for the job you are seeking. As a rule, a minimum knowledge of German at level B1 of the Common European Framework of Reference for Languages is required. During your stay while looking for a job, trial employment of up to ten hours a week is possible. This allows employers and foreign skilled workers to test whether they are suitable for each other. Trial employment is also possible for skilled workers with recognised academic qualifications, who are also allowed to enter the country for up to six months in order to look for work, as before.
- **Residence for qualification purposes**: The possibilities of staying in Germany for qualification purposes are being expanded. The prerequisite for this is generally that a recognition procedure from abroad has been carried out at the competent authority in Germany, in which deficits have been identified in the acquired foreign qualification in comparison to the German training (notice of recognition). An additional requirement for the issue of a visa for the purpose of undergoing qualification programmes is above all a knowledge of German corresponding to the qualification programme. These are usually at least sufficient German language skills (corresponding to <u>language level A2</u>). For example,





the 18-month residence permit (Aufenthaltserlaubnis) can now be extended by six months to a maximum period of two years for this purpose. After expiry of the maximum period of the residence permit (Aufenthaltserlaubnis), a residence permit may be issued for the purpose of training, study or employment.

• Settlement permit (Niederlassungserlaubnis) for skilled workers from abroad: Foreign skilled workers can obtain a settlement permit (Niederlassungserlaubnis) in Germany after only four years (previously five years).

# 3. For training and studies

- Entering the country to find a training placement: It is already possible for prospective students to enter the country in search of a university placement. Under the new regulation, people interested in training can also enter the country to look for a training placement. Requirements are a <u>level B2</u> knowledge of German, a degree from a German school abroad or a graduation certificate that entitles the holder to enter university, a maximum age of 25 years and independent livelihood provisions.
- **German language course** in preparation for training: With a residence permit (Aufenthaltserlaubnis) for a qualified vocational training course, a German language course or a job-related German language course may be attended in preparation.
- Expanded changeover possibilities for international students in Germany: International students already have the opportunity to change to other residence permits (Aufenthaltstitel) even before they have completed their studies. For example, instead of continuing their studies, they can start vocational training and receive a residence permit (Aufenthaltserlaubnis) for vocational training. The Skilled Workers Immigration Act has expanded the possibilities for such changes: Under special conditions and after examination by the Federal Employment Agency (Bundesagentur für Arbeit), a job offer as a skilled worker can be accepted even during a study visit or a stay for vocational training or further education. This is accompanied by a change to a residence permit (Aufenthaltserlaubnis) for qualified employment.
- Settlement permit (Niederlassungserlaubnis) for graduates of an apprenticeship in Germany: Under the new law, foreign graduates of vocational training in Germany can, just like university graduates, obtain a settlement permit (Niederlassungserlaubnis) after only two years.

This and more information can also be found on the page Make it in Germany

Here you can also perform a **<u>quick test</u>** to see your possibilities!

## Asylum Counselling Service

The Asylum Counselling Services advises asylum seekers and new arrivals to Germany who are entitled to permanent residency.

The counselling starts with the daily concerns of asylum seekers and refugees and covers the following subject areas:

- Information and questions about the asylum process
- · General legal information and assistance with administrative matters





- Orientation guides and local services
- Information and counselling for everyday problems
- Counselling on integration services (such as language courses)
- Consultation with administrative affairs
- Advice on family reunification, for example Federal Office for Migration and Refugees (BAMF)
- Referral to other specialist services
- Services for voluntarily returning to your home country or leaving Germany
- Contact person for volunteers (technical questions in connection with the asylum procedure)
- And much more

Do you have a definitive right of residence? Then the <u>Migration Counselling Service for Adult</u> <u>Immigrants (Migrationsberatung für erwachsene Zuwanderer)</u> can help. Adults aged 27 and over - including families, of course - are advised there.

For young people and young adults aged between 12 and 27 years old, the <u>Youth Migration</u> <u>Service (Jugendmigrationsdienst)</u> is the right point of contact.

#### Refugee counselling centres and voluntary services

## **Migration Counselling Service (Migrationsberatung)**

The **Migration Counselling Service (Migrationsberatung)** supports all individuals with an immigration background who are older than 27 and have a permanent residence permit (dauerhafter Aufenthaltstitel) for Germany, or the freedom of movement or a right of residence (keyword: recognised asylum seekers). The consultation is free of charge. There is help, support, information and education available on the following topics:

- Government offices, for example, explanation of decisions/procedures
- Topics specific to foreigners such as right to residence and work permit
- · Financial support, help with applications
- Integration courses/language courses (German)
- Recognition of school/university degrees from outside Germany (guidance/initial counselling)
- Educational and social insurance systems (information and education)
- Living and working in Germany
- Child and partner reunification, family reunification

 $\bigcirc$  For youth and young adults between the ages of 12 and 27 there is a separate counselling service: <u>Youth Migration Service (Jugendmigrationsdienst)</u>.

 $\bigcirc$  There is also the <u>Asylum Counselling Services</u>, which primarily offers you its support in the local community accommodation centres.

Diakonie Krefeld & Viersen - Migration Counselling for Adult Immigrants (MBE)

Hauptstraße 120, 41747 Viersen hilfe.diakonie.de/hilfe-vor-ort Contact person: Youssef Meskour 02162/2662484 youssef-meskour@diakonie-krefeld-viersen.de





# Family reunification of refugees

DRK-Kreisverband Düsseldorf e.V. - Tracing service/family reunification

Potsdamer Straße 41, 40599 Düsseldorf drk-duesseldorf.de

Contact persons: Hilke Engfer

Marina Kraeva <u>0211/22995850</u> marina.kraeva@drk-duesseldorf.de

Alessia Marusco (Team leader)
 0211/22995854
 alessia.marusco@drk-duesseldorf.de

# You can find local counselling services at the following links:

## Brüggen

Refugee assistance in Viersen, Nettetal, Brüggen, Grefrath
Rosenthal 29, 41334 Nettetal
fluchtlingshilfe-viersen-nettetal-willich-bruggen...
02157/1249863
Mondays 6:00 p.m. - 7:00 p.m., Tuesdays 3:30 p.m. - 6:00 p.m. and Saturdays 10:00 a.m. - 1:00 p.m.

## Grefrath

#### DINGENS youth centre

Contact point for mobile youth work Rathausplatz 5, 47929 Grefrath grefrath.de

#### Contact persons:

Mrs Splinter 0151/57149314 tatjana.splinter@grefrath.de

Image: Image





For children and teenagers Mrs Fröhlich 0151/21931961 melissa.froehlich@grefrath.de

#### Opening hours

Mondays and Tuesdays Counselling appointments by arrangement Wednesdays and Thursdays 16.00 - 21.00 hrs 1st to 3rd Friday of the month: 19.00 - 23.00 (from 16 years) Saturdays 14.00 - 20.00 h

#### "Grefrath helps"

The initiative aims to offer people from Grefrath quick help.

#### "Über den Tellerrand" Grefrath

An der Ev. Kirche 25, 47929 Grefrath Monika von Söhnen grefrath@ueberdentellerrand.org

#### Kempen

#### SKM - Catholic Association for Social Services in the Kempen - Viersen Region e.V

The SKM Viersen-Kempen e.V. provides interpreters and integration guides who can accompany and translate migrants and asylum seekers when visiting authorities and doctors.

Von-Loe-Str. 24-26, 47906 Kempen Skm-kempen-viersen.de 02151 9929 600 info@skm-kempen-viersen.de Mondays 8.30 am - 12.00 pm Tuesdays 3.00 - 5.00 p.m.

Fridays 9.00 - 12.00 a.m.

#### **KEMPEN HILFT**

In the Johannes-Hubertus-Haus meeting centre Hohenzollernplatz 19c, 47906 Kempen kempenhilft.de 02152/962170 kempenhilft@kempen.de

#### **Kempen Meeting Centre**

Community centre at the Thomaskirche Wachtendonker Straße 4, 47906 Kempen begegnungscafe.kempen@ekir.de Every 2nd and 4th Friday of the month, 5.00 - 7.00 pm

#### Nettetal

# Social Welfare Office (Sozialamt) of the municipality of Nettetal: Social care, asylum and homeless people

Doerkesplatz 11, 41334 Nettetal





#### asyl@nettetal.de

📅 Mondays and Wednesdays 8:30 a.m. – 12:30 p.m., Fridays 8:30 a.m. – 12:00 p.m.

#### Diakonie Krefeld & Viersen

Hauptstraße 120, 41747 Viersen diakonie-krefeld-viersen.de Contact person: Mr Youssef Meskour 0151/65208284 youssef-meskour@diakonie-krefeld-viersen.de

Förderverein Flüchtlingshilfe Nettetal e. V. Neuenweg 17, 41334 Nettetal □ fluechtlingshilfe-nettetal.de/ 02153/5661 □ info@fluechtlingshilfe-nettetal.de

#### Niederkrüchten

 Refugee assistance from the Catholic parish of St. Bartholomew Niederkrüchten

 □ Dr. Lindemann Str. 7, 41372 Niederkrüchten

 □ Refugee assistance from the Catholic parish of St. Bartholomew Niederkrüchten

 Contact person:

 □ Mrs Ebbers

 ○ 02163/31574

 fluechtlingshilfe.nk@gmail.com

#### Schwalmtal

#### Schwalmtal asylum group

In addition to procedural counselling, the Schwalmtal asylum group also offers an assistance and visitation service, a bicycle repair shop and counselling and help with health care.

asylkreis-schwalmtal.de

#### Saint Matthias Schwalmtal

Counselling and support for foreign refugees and former asylum seekers <u>st-matthias-schwalmtal.de</u>

#### 🖆 Contact person: Christian Rosendahl

©0172/27284663 asyl-schwalmtal@t-online.de

#### **Office hours:**

Dülkener Straße 202, 43166 Schwalmtal Mondays 3:00 p.m. - 5:00 p.m.; Wednesdays 2:00 p.m. - 4:00 p.m.; Fridays 9:00 a.m. -11:00 a.m.

#### Saint Michael Waldniel

Counselling and support for foreign refugees and former asylum seekers <u>st-matthias-schwalmtal.de/gemeinde-michael-waldni...</u>





#### **Contact person**: Kerstin Schwarze

Consultation hours: Schulstraße 13, 41366 Schwalmtal (Parish hall)

## Tönisvorst

## SKM Kreis Viersen e.V.

The counselling service is aimed at all refugees with an unclear outlook on being able to stay and who are living in the City of Tönisvorst.

Industriestraße 5, 47918 Tönisvorst Skm-kempen-viersen.de Contact person: Mrs Karakalidou 02151/3678419 info@skm-kempen-viersen.de

Viersen

#### SKM Kempen Viersen e.V.

Hildegardisweg 3, 41747 Viersen Contact person: Christina Salem 02162/3699119 c.salem@skm-viersen.de

Philipp Schütt
 0178 4477 496
 p.schuett@skm-viersen.de

Counselling sessions by appointment

# Sozialdienst kath. Frauen e.V. Viersen: Café Agnes - open meeting place for refugee women and their children

Hildegardisweg 3, 41747 Viersen 02162/2498399 info@skf-viersen.de Thursdays 09.30-12.15 hrs

Projects of the integration agency Diakonie Krefeld & Viersen at Treffpunkt Mitte Lindenstraße 7, 41747 Viersen

 Integration at the kitchen table - cookery project for women with and without a migration background

 $\mathbb{E}^{\mathbb{P}}$ Every 1st and 3rd Thursday of the month from 15:00-18:00

 Integration support, language support and orientation support for refugees for beginners and advanced learners
 Low-threshold language and orientation support
 Mondays and Tuesdays from 9.30 - 11.30 a.m. (for advanced learners)





Wednesdays and Thursdays from 10.00 - 12.00 (for beginners)

- International women's breakfast, breakfast for women with and without a migration background
   ₱₽Fridays from 9.30 11.30 a.m.
- Language support and orientation for school children aged 7 to 14 years

Contact person: Angeliki Asimakopoulou
 Hauptstraße 120, 41747 Viersen
 02162/8178711
 angeliki-asimakopoulou@diakonie-krefeld-viersen.de

#### Counselling and support services:

- Searching for and finding a suitable job or internship
- Job application training
- Computer training
- German lessons
- Back training and yoga
- How do administrative procedures work? How do I apply for unemployment benefit, Hatz 4, child benefit, housing benefit or BAFöG?
- Culture and leisure activities in Germany
- How do I deal with debt properly?
- Cosy cafés

# Integration through sport - women's gymnastics group Gymnastics for women with and without a migration background

Irmgardis Residence, Bergstraße 54, 41749 Viersen

Offers of the International Federation, Youth Migration Service (JMD) Süchtelner Straße 5-7, 41747 Viersen

 Parental counselling on the education system in Germany Counselling on topics such as school and vocational training, requirements for parents, teaching technical language

🖄 Tuesdays 10.00 - 12.00 a.m.

• Language course and orientation course for young immigrants aged between 16 and 27.

The language course builds on the <u>B1 level</u> and enables independent orientation in the social environment

Contact person: Rita Neumann

&<u>02162/1029570</u>

rita.neumann@ib.de

 Intercultural cookery club "Cook with us" - Beyond the horizon Süchteln EVVE - Protestant Youth Centre Süchteln
 Westring 27, 41749 Viersen

beyond the edge of the plate.org





suechteln@ueberdentellerrand.org

# Integration Council of the City of Viersen

Office of the Integration Council

Gladbacher Str. 7, 41747 Viersen www.viersen.de/integrationsrat integrationsratviersen@gmail.com 02162/9192369

Mosaik e.V. Heierstr. 10, 41747 Viersen Contact person: Recep Eroglu r.eroglu@gmx.net

Sonnenschein e.V. Bergstr. 29, 41749 Viersen Contact person: Elena Rollmann sonne-15@gmx.de

 Refugee aid organisation of the Protestant parish of Viersen

 fluechtlingshilfe-viersen@ekir.de

 \screwnline{0176/53323676}

#### Neighbourhood meeting point "Treff.Mitte"

**Q**Lindenstr. 7, 41747 Viersen

#### <u>021622667618</u>

Regular events in the events calendar

#### Willich

#### Arbeitskreis Fremde in der Stadt Willich e.V.

In addition to German courses and projects, AkF Willich also offers a bicycle workshop and counselling. You can find more information on the AkF homepage.

Hochstraße 67, 47877 Willich

## Language

In order to find a job and generally find your feet in Germany, you need to learn German. Here you will find opportunities and contact points for appropriate language courses. There are various ways to learn German. Your residence status has an influence on which option you can choose. As long as you cannot speak German well enough yourself, you will need help. You can also find contacts for this here.

#### Language Courses





You can attend a German language class. There are six levels of language ability: A1, A2, B1, B2, C1 and C2. You start at level A1. You speak your mother tongue at level C2. The six steps in detail are:

#### A1: Beginner

You can understand and use simple words and sentences.

You can introduce yourself and others.

You can ask personal questions.

You can answer questions.

Someone is speaking slowly and clearly. You can have a conversation with them.

#### A2: Basic knowledge

You can understand full sentences and frequently used words.

You can express yourself in simple, everyday situations. You can describe where you come from, what kind of education you have and your surroundings.

#### **B1: Advanced language skills**

You can understand a lot. You can speak about topics you are familiar with and your personal interests. You can talk about experiences and events, dreams, hopes and goals. You can provide brief reasons or explanations for your plans and opinions.

#### **B2: Independent language skills**

You can understand the most important parts of complex texts on both specific and abstract topics. You can even understand expert discussions in topics you know well.

You can express yourself orally in a spontaneous and fluent manner. You can justify a position on a current issue by giving the pros and cons.

## C1: Expert language skills

You can understand much of longer, complex texts. You can also grasp implicit meaning in the text.

You can articulate your opinion on complex topics clearly, extensively and in a well-structured way.

## C2: (Approaching) native speaker proficiency

You can understand practically everything you read or hear without effort.

You can summarise information from a variety of written and oral sources. You can reproduce reasoning and explanations in a cohesive way. You can express yourself in a spontaneous, very fluid, precise and nuanced manner.

## **Initial Orientation Courses**

The **German courses for initial language orientation** (also known as initial orientation courses) provide both elementary knowledge of German as well as information about life in Germany. The content constitutes a practical first experience for participants in a new social environment and helps with their orientation in everyday life. One course comprises 300 classroom lessons, each 45 minutes long. The modules of the course cover topics such as "health/medical care", "work", "kindergarten/school", "housing", "local information/transport/mobility". Spoken communication is the main focus: Participants should

learn as quickly as possible how to find their way around in everyday life. In the case of initial orientation courses, it is also a question of teaching values.





Initial orientation courses are primarily intended for asylum seekers with an unclear prospect of permanent residence in Germany. Provided that there are free places on the course, recognised asylum seekers with good prospects of permanent residence may also participate. However, the initial orientation courses are not intended for persons who must attend school or vocational colleges. If you are given access to an <u>integration course</u> while participating in an initial orientation course, it is possible to switch. The people on the courses have a very different educational background. Illiterate people can attend the courses as well as graduates. Initial orientation courses are free of charge.

The course language is German – interpreters are not present on the course.

Contact a <u>Migration Counselling Centre</u> or your <u>Asylum Counselling Services</u>. They will help you to find a suitable course.

☐ You can find more information on the <u>BAMF website</u>.

#### **Integration Courses**

In the general **integration course** you will learn German in 600 classroom hours until you reach <u>language level B1</u>. During an additional 100 class hours, you will gain insights into the culture, politics and social customs of Germany. There are also special forms of the integration course, such as the 900-classroom-hour youth integration course, which in some instances include more or fewer classroom lessons. The integration courses are free of charge for refugees and other target groups receiving social benefits.

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

You may be required to participate in an integration course by the <u>Jobcenter</u>, <u>Social Welfare</u> <u>Office (Sozialamt)</u> or the <u>Bureau for Foreigners (Ausländerbehörde)</u>. If you are not obliged to participate in an integration course but want to do so, you can apply for an integration course through the BAMF (Federal Office for Migration and Refugees). If you need assistance with the application, please contact your <u>Asylum Counselling Services</u> or <u>Migration Counselling Service</u> (<u>Migrationsberatung</u>). They can also provide support with selecting an integration course provider.

☐ You can find more information on the nationwide integration courses and the corresponding application forms on the BAMF website at: <u>bamf.de</u>

#### **Providers in the District of Viersen:**

VHS of the District of Viersen Willy-Brandt-Ring 40, 41747 Viersen kreis-viersen-vhs.de 02162/9348-0 or 9348-14

DAA Deutsche Angestellten-Akademie Krefeld Kränkelsweg 2, 41748 Viersen Qdaa-krefeld.de C02162/81605207

Lower Rhine Euroschools Hormesfeld 9b, 41748 Viersen





<u>https://www.eso.de/niederrhein/</u> <u>02162/351040</u>

#### Literacy courses

If you cannot read or write or do not know the Latin alphabet, you can learn the basics of reading and writing in German on a literacy course.

A course comprises up to 1,300 lessons. Reading and writing are taught in small learning groups. Speaking and understanding German are also encouraged. This enables participants to move around in everyday German without fear.

Whether participation in this course is necessary is tested in the placement procedure for the <u>integration courses</u>.

There is a separate integration course for second-language learners who are not proficient in the Latin alphabet.

The <u>VHS learning portal</u> provides an insight into learning materials for alphabetisation.

## Vocational Language Courses (DeuFöV)

Vocational German language ("DeuFöV") courses help to improve your own German language skills, for example after you have completed an integration course. You can take the so-called DeuFöV courses during your career, training or a vocational qualification measure or as preparation for starting a career in Germany

The basic modules of the DeuFöV courses are aimed at guiding you to <u>speaking level C1</u> in two courses of 400 classroom lessons. Each of these courses concludes with a certificate examination. In addition to the basic courses, there are also various special courses with different emphases.

In order to participate in a vocational German course, you need either a certificate of admission or a certificate of obligation. You can receive these from either the Jobcenter or the Employment Agency (Agentur für Arbeit) or by applying to the BAMF.

Prerequisite for participation is a language fluency level of at least <u>B1</u>.

You can find more information from the Federal Office for Migration and Refugees (BAMF) on vocational language courses on the <u>BAMF website</u> (German, English, Arabic) and as a <u>flyer</u> (pdf).

You can find an overview of current courses in the district on the website <u>kurs.net</u> of the Federal Employment Agency (Bundesagentur für Arbeit).

## Voluntary language services

In addition to the official German courses, there are opportunities to practise German in the District of Viersen.

These groups are run by volunteers. These are mostly people whose mother tongue is German. Sometimes they are retired teachers. Anyone can join these groups, regardless of residence status.





Volunteer German courses in Grefrath - Oedt Hochstraße 24, 47929 Grefrath

#### Monday

5:30 p.m. - 6:00 p.m. Beginners 6:30 p.m. - 8:00 p.m. Advanced Mr Lange, Ms Rosenwald, Ms Yew and Ms Huber teaching

#### Tuesday

10:00 a.m. - 12:00 p.m. Ms Brehmer-Frohn teaching

#### Wednesday

5:30 p.m. - 6:30 p.m. Beginners 6:30 p.m. - 8:00 p.m. Advanced Mr Lange, Ms Rosenwald, Ms Huber and Ms Yew teaching

#### Thursday

3:30 p.m. - 5:00 p.m. Tutoring 5:00 p.m. - 6:00 p.m. Beginners Ms Dames teaching

#### Friday

3:00 p.m. - 4:00 p.m. Advanced 4:00 p.m. - 5:00 p.m. Beginners Ms Dames teaching

#### Learn German online

#### **SPEAK**

SPEAK connects locals and newcomers through language and cultural exchanges and cultural events organised by the community; these activities usually take place in person. SPEAK will organise its language learning groups online using video conferencing. The groups consist of 4 to 6 people and meet for 90 minutes every weekday for 2 weeks.

Anyone who wants to learn a language and interact with others can join SPEAK for free. You can learn German, English or any other language you need. You can also find more information on the SPEAK website.

#### www.speak.social

## **Online language courses**

You can learn German on your smartphone or computer (also free of charge). Take advantage of the great offers to learn German quickly and make good use of the waiting time for a language course. These offers can also be useful during a language course. You can find more information about the language levels (A1-C2) <u>here</u>.

**<u>Clunes App</u>**: The app helps you at school. And in training. And at work. The app has lots of information about words from different professions. There is a picture for every word. So you





learn the German words. And there is a read-aloud function. Various exercises make learning fun. You can learn and memorise the vocabulary.

Ankommen App: In addition to information about life in Germany and the topics of asylum, training and work, the Ankommen App contains a self-learning course for the first few weeks in Germany from level A1.

 $\square$  <u>Serio ABC</u>: A free alphabetisation app for self-study or as a supplement to a language course. The app is approved as a textbook for integration courses.

<u>Mein Deutschbuch</u>: A comprehensive range of resources for learning German. The website is aimed at learners and teachers, A1-B2.

Deutsch-Uni Online (DUO): Language learning programmes for A1 to C2.

Basic language course from Deutsche Welle: This online language course contains modules on literacy and job-related language skills. There is also a placement test.

<u>MeinVokabular</u>: With this app from the HWK, you can create your own dictionaries and vocabulary cards supported by photos.

<u>Die Stadt der Wörter</u>: App and website for playful vocabulary learning without prior knowledge in German, English, French and other languages.

UHS learning portal: Free German courses. You can also learn to read, write and do maths. There is also help for preparing for school-leaving exams in German, maths and English.

**Language placement test**: onSET-online language placement test for refugees and for language categorisation for full-time and voluntary workers.

## **Online study**

Refugees and asylum seekers often face certain difficulties in gaining access to higher education. Kiron Higher Education offers the opportunity to study without tuition fees and without the otherwise required legal documents. It also solves the problem of limited study places. The first two years of the degree programme take place with online courses via the Internet. All courses are offered in English. However, it is possible to add subtitles in any language. The third year of the programme takes place on site at one of Kiron's partner universities. Students also have the opportunity to learn German during their studies. Furthermore, various support and counselling services are offered.

#### <u> □kiron.ngo</u>

## Libraries

A library or bookshop is a facility where you can borrow books, CDs, learning materials and learning aids to take home. It is also possible to study or read there in peace and quiet.

## Bruges

## Library Brüggen





Kreuzherrenplatz 4, 41379 Brüggen 02163/5701555 Anne.Ingenrieth@brueggen.de

Online catalogue of the library

#### **Opening hours:**

Monday: 10.00 a.m. to 1.00 p.m. and 3.00 p.m. to 6.00 p.m. Tuesday: 3.00 p.m. to 6.00 p.m. Thursday: 10.00 a.m. to 1.00 p.m. and 3.00 p.m. to 7.00 p.m. Last Saturday of the month: 10.00 a.m. to 1.00 p.m.

The municipal library in Brüggen presents more than 20,000 books, magazines and audio books for children, young people and adults on around 120 square metres of public space. Interested readers will of course always find the latest bestsellers, an appealing selection of new children's books and non-fiction books, current books for young people, especially for readers aged 12 and over, guides on parenting, health, gardening and much more.

You are welcome to use the book delivery service if you are unable or unwilling to come to the library. Please make an appointment by telephone.

#### Grefrath

# **Catholic Public Library Grefrath**

Market 10, 47929 Grefrath 02158/4046-19

**Opening hours:** Thursday: 17.00 - 18.30 hrs Sunday: 10.00 - 12.00 a.m.

# Vitus library in the Vitusforum

Kirchplatz 16, 47929 Grefrath 02158/6578

Opening hours:Wednesday: 5.00 - 6.30 pm2nd and 4th Sunday of the month: 10.00 - 11.00 a.m.

#### Kempen

# Kempen City Library in the Kulturforum Franziskanerkloster

Burgstr. 19, 47906 Kempen 02152/9174141 stadtbibliothek@kempen.de

**Opening hours:** Monday: closed





Tuesday: 11.00 am - 5.00 pm Wednesday: 14.00 - 17.00 hrs Thursday: 14.00 - 18.00 Friday: 11.00 a.m. - 5.00 p.m. Saturday: 11.00 a.m. - 1.00 p.m.

# Niederkrüchten

# Niederkrüchten Community Library

Adam-Houx-Str. 36, 41372 Niederkrüchten 02163/5720670 bibliothek@niederkruechten.de

# Opening hours:

Monday: closed Tuesday: 10.00 - 13.00 and 14.00 - 18.00 Wednesday: 14.00 - 19.00 hrs Thursday: 10.00 a.m. - 1.00 p.m. Friday: 14.00 - 18.00 hrs Every 1st and 3rd Saturday of the month: 10.00 - 13.00

# Nettetal

# **Nettetal Public Library**

# Lobbericher Str. 1, 41334 Nettetal <u>02153/72031</u> stadtbuecherei@nettetal.de

## Opening hours:

Tuesday: 10.00 - 18.00 hrs Wednesday: 10.00 - 13.00 hrs Thursday: 14.00 - 18.00 hrs Friday: 10.00 - 18.00 1st Saturday of the month: 10.00 - 13.00

# Kaldenkirchen branch

# Kehrstraße 93, 41334 Nettetal

**Opening hours:** Tuesday: 10.00 - 13.00 Thursday: 14.00 - 18.00 hrs

# St Sebastian Lobberich library

At St Sebastian 29, 41334 Nettetal <u>buecherei-lobberich.de</u> <u>buecherei-lobberich@web.de</u>





# Opening hours:

Tuesday: 16.00 - 18.00 hrs Thursday: 17.00 - 19.00 hrs Saturday: 5.30 - 6.30 pm Sunday: 10.30 am - 12.30 pm

# Schwalmtal

# Schwalmtal Community Library

On the market 2 - 8, 41366 Schwalmtal

## Popening hours: Tuesday

Tuesday: 14.00 - 18.00 hrs Wednesday: 10.00 am - 1.00 pm Thursday: 14.00 - 19.00 hrs Friday: 10.00 - 13.00 and 14.00 - 18.00 2nd and 4th Saturday of the month: 10.00 - 13.00

# Tönisvorst

# Tönisvorst Public Library

Hochstraße 20a, 47918 Tönisvorst buecherei@toenisvorst.de

## Opening hours:

Monday: 14.00 - 18.00 hrs Tuesday: 13.00 - 18.00 hrs Wednesday: closed Thursday: 10.00 - 12.00 and 14.00 - 19.00 Friday: 13.00 - 18.00 1st Saturday of the month: 10.00 - 13.00

## Viersen

# Albert-Vigoleis-Thelen City Library

Rathausmarkt 1b, 41747 Viersen 02162/101509 stadtbibliothek@viersen.de

## Opening hours:

Monday: closed Tuesday: 11.00 a.m. - 6.00 p.m. Wednesday to Friday: 11.00 - 13.30 and 14.30 - 18.00 Saturday: 10.00 a.m. - 1.30 p.m.

# Dülken Family Library





Moselstraße 25, 41751 Viersen <u>02162/101640</u> familienbibliothek-duelken@viersen.de

# Opening hours:

Monday: 15.00 - 18.00 hrs Wednesday: 10.00 - 12.00 a.m. Thursday: closed Friday: 15.00 - 18.00

# Süchteln branch

Hochstraße 10, 41749 Viersen 02162/101755 bibliothek-suechteln@viersen.de

## Opening hours:

Monday: 3.00 - 6.00 pm Wednesday: 15.00 - 18.00 hrs Thursday: closed Friday: 10.00 - 12.00 a.m.

## Willich

# Library in the brewery

Hochstraße 30, 47877 Willich-Schiefbahn 02154/949602 bibliothek@stadt-willich.de

## Opening hours:

Monday closed Tuesday 10am - 6pm Wednesday 10am-6pm0 Thursday 10am-6pm Friday 10am-6pm Saturday 10am - 1pm

## Interpreter

# Find an interpreter

If you go to the authorities, you may need an **interpreter**. But an interpreter is also helpful for meetings with parents at school or daycare centres.

Some authorities and institutions have their own interpreters or are authorised to use the services of the "lay language mediator pool" of the Municipal Integration Centre in cooperation with Diakonie Krefeld-Viersen.

They can support you in a low-threshold counselling session (without legal effect). As a private individual, you are not authorised to use the lay language mediator pool.





When you make an appointment, always ask whether it is possible to use an interpreter free of charge.

Official documents such as certificates, marriage or birth certificates may only be translated by state-certified translators in Germany. These translations can be very expensive. It is best to check carefully beforehand whether you really need a certified translation and compare the translation prices.

Application<u>form</u> for the pool of lay language mediators

Feedback on the use of a pool of lay language mediators

# Become a lay language mediator

People can become lay language mediators if they:

- have reached the age of 18
- have a command of German and at least one other language (B2 level or higher)
- · can understand and reproduce complex conversational content and contexts
- are sensitive enough to avoid cultural misunderstandings
- can present an extended certificate of good conduct without an entry
- are willing to attend at least 2 further training courses per year organised by Diakonie.

#### We offer you

- free training to prepare for and carry out the work,
- an expense allowance,
- regular exchange and networking meetings as well as further training opportunities, liability and accident insurance during your assignment.

If you would like to become a lay language mediator, you can register here.

If you have any questions, please contact us:

Contact person at Diakonie Krefeld & Viersen: Asimakopoulou, Angeliki Hauptstraße 120, 41747 Viersen diakonie-krefeld-viersen.de 02162/2662-126 angeliki-asimakopoulou@diakonie-krefeld-viersen.de

You can find an information flyer here.

# Daycare centre and school

## Childcare

# Childcare in Germany - Childcare for children from 0 to 6 years old





#### • What is a childminder? What is childminding?

Children under the age of 3 are looked after by a childminder or in day care centres in small groups. The care takes place in the childminder's home or in a large day care centre.

#### • What is a day care centre?

Children between the ages of 2 and 6 are looked after in a day care centre. Girls and boys attend a day care centre. They do not yet go to

school. Your child will make friends here. The daycare centre starts in August. Your child learns German. Your child will be well prepared for school.

Kita is also called kindergarten or day care centre.

#### • What will my child do at the daycare centre?

The start of daycare is called familiarisation. Settling in is exciting and new. For parents and child. The daycare centre will help you with this. Your child should settle into the daycare centre slowly. First together with you. And then alone. You stay with your child at the daycare centre for the first time.

The first visits are shorter. You arrange the times each day with the teachers. One person will take special care of your child. This person is your contact person for questions. This will help you and your child get to know the new environment. And you build up trust with the teachers.

Now comes the next step: you say goodbye to your child. And you wait in another room of the daycare centre. After a few minutes, you return to your child. Your child then stays longer and longer without you. Until your child stays in the daycare centre the whole time.

If your child cries when you say goodbye: you come straight back. And you comfort your child. Familiarisation with the daycare centre can take several weeks.

You can find an overview of what a daycare centre is and what your child's daily routine looks like <u>here.</u>

#### • What is a day at the daycare centre like?

You arrive. And you hand your child over to the teachers. You say goodbye to your child.

- 1. The children have breakfast.
- 2. Play, activities indoors or outdoors. Even in the rain.
- 3. The children eat lunch.
- 4. Some children only stay in the daycare centre until lunchtime.
- 5. These children are now picked up.
- 6. The younger children sleep or rest.
- 7. Play, activities indoors or outdoors. Even in the rain.
- 8. The daycare centre closes.
- Do you have any questions?

The daycare centre will be happy to answer your questions.

Support is also available from the Municipal Integration Centre.





# EFelicia Bot-Jurca

#### **6**02162/391961

@felicia.bot-jurca@kreis-viersen.de

Municipal Integration Centre District of Viersen

#### What does the daycare centre need to know?

You give the daycare centre important information about your child.

#### • Is your child allowed to cry?

Tears are completely normal. The teachers will comfort your child.

#### • What is important to you at mealtimes?

You discuss this with the daycare centre. You take part in the first meals together with your child. The teachers will take over this task later.

#### • How is your child nappied?

The teachers watch you. And take over this task later. In daycare centres, all teachers change nappies.

#### • What else is important?

You should be available by phone.

#### • Which vaccination is necessary?

#### COMPULSORY VACCINATION - MEASLES VACCINATION!

All children who are looked after either in nurseries, day care centres or by a childminder need a vaccination certificate.

## • What is a family centre?

Family centres are childcare facilities which, in addition to providing care and education for pre-school children (up to the age of 6), also offer services for families. The family centres have various support services, events and activities, such as advice for families.

## • Where can I find information on day care centres?

If you live in **Brüggen**, **Grefrath**, **Niederkrüchten**, **Schwalmtal** or **Tönisvorst**, you can find more information <u>here</u>.

**U**If you live in **Kempen**, you can find more information <u>here</u>.

If you live in **Nettetal**, you can find more information <u>here</u>.

□ If you live in **Viersen**, you can find more information <u>here.</u>

If you live in **Willich**, you can find more information <u>here</u>.





How can I enrol my child in a daycare centre?

Children must be registered online via the **KITA-ONLINE** portal by 30 November at the latest for the coming year.

**Important:** The registration via **KITA-ONLINE** does not replace the parents' personal visit to the daycare centres or childminders. Childcare places are only allocated by the daycare centres and childminders if personal contact has taken place, e.g. in the form of a personal meeting or a visit at an open day.

Please note that registration via KITA-ONLINE does not guarantee a place.

All childcare centres in the respective town or municipality can be found on the portal. To use the portal, you must register and create a user account:

- Municipality of Brüggen
- <u>Municipality of Grefrath</u>
- <u>City of Kempen</u>
- Town of Nettetal
- Municipality of Niederkrüchten
- Municipality of Schwalmtal
- <u>City of Tönisvorst</u>
- <u>City of Viersen</u>
- <u>City of Willich</u>

For questions regarding KiTa-Online:

#### Brüggen, Grefrath, Niederkrüchten, Schawalmtal and Tönisvorst

## Linga Dockhorn

<u>02162/391677</u>

@kita-online@kreis-viersen.de

City of Kempen

## **L**Katharina Terhoeven

<u>02152/9173064</u>

@kitaonline@kempen.de

City of Nettetal

Marina Gisbertz

#### <u>02153/8985103</u>





@marina.gisbertz@nettetal.de

City of Viersen

# Lanja Blaschke - Day care

<u>02162/101792</u>

@tagespflege@viersen.de

# Celina Reinartz

# **<u>02162/1017828</u>**

@k itaonli ne@viersen.de

City of Willich

## Lukasik

**02154/949646** 

@kinga.lukasik@stadt-willich.de

# **District of Viersen - KiTa entry programme**

The programme promotes low-threshold services for families with experience of flight or special access difficulties, which prepare and support entry into child daycare.

For **the eastern district (Grefrath and Tönisvorst)**, please contact **Sylvia Fretz** on <u>0151</u> <u>43104222</u> or by email at <u>sylvia.fretz@kreis-viersen.de.</u>

For **the western district (Brüggen, Niederkrüchten, Schwalmtal)**, please contact **Sabrina Beyen** on <u>0178 1916105</u> or by e-mail at <u>sabrina.beyen@kreis-viersen.de</u>.

If you have any questions, please contact the **Kita-Einstieg coordination and network centre for the district of Viersen**, by phone on <u>02162/391844</u> or by email at <u>barbara.ruecker@kreis-viersen.de</u>.

# Nettetal - KIMMBO: Daycare centre entry

In the **town of Nettetal**, the services are provided by the organisation **Ev. Verein für Jugend- und Familienhilfe e.V.** at Berliner Straße 6, Nettetal-Breyell.

You can find further information on the services offered in the town of Nettetal here:

**WIMBO Flyer German, English, Polish, Russian, Ukrainian** 

KIMMBO Flyer Arabic, German, English, French, Turkish

KIMMBO Open Meeting





Contact persons are:

Lulia Root-Schneider

<u>0172 3576509</u>

Heike Mesterom

<u>0172 3578822</u>

Angda Pawlowska

**6**<u>0162 3417974</u>

#### @KIMMBO@jugend-und-familienhilfe.de

If you have any questions, please contact the **Coordination and Networking Centre Kita-Einstieg for the town of Nettetal,** by telephone on <u>02153/8985133</u> or by e-mail at <u>anke.heraiech@nettetal.de</u>.

## **Multilingual playgroups**

# 1. griffbereitMINI



**griffbereitMINI** is a language education programme for families with children in their first year of life. The aim of griffbereitMINI is to create the basis for solid multilingualism through early language and family education. In this way, families have the opportunity to familiarise themselves with their children's living and learning environments at an early age and to play an active role in shaping them. The group takes place once a week and lasts 90 minutes. Participation is free of charge and possible at any time.

Questions such as the following are answered:

- How often should my baby be latched on in the first few days?
- Which bottle feeds are available?
- · How much should my child drink?
- When does my child need to go to the paediatrician?
- When will my child start smiling actively?
- Where can I find early help?
- Which finger games can I use?

You can find ready-to-use MINI groups here:

#### Lummerland Family Centre, Nettetal





**Q**Lötscher Weg 8, 41334 Nettetal-Breyell

O Tuesdays, 10:00 - 11:30 a.m.

#### Westkreis meeting centre, Schwalmtal

Stöckener Weg 1, 41366 Schwalmtal

Tuesdays, 15:00 - 16:00

# 2nd Griffbereit programme



The **Griffbereit** programme is aimed at parents with and without a migration background with their children aged between 1 and 3 years. Griffbereit promotes early childhood development through activities suitable for small children and creates an important basis for the acquisition of language skills. Multilingualism is utilised as a potential of the children. Griffbereit takes place once a week for 2 hours. Participation is free of charge and possible at any time.

Questions such as the following are answered:

- What influences bilingual language development?
- What are the advantages and disadvantages?
- When should children start learning languages?
- Which languages should we use and how?
- My child makes a lot of mistakes when speaking. When do we need to worry?

You can find Griffbereit groups here:

#### **DRK Schatzkiste, Willich**

Anrather Str. 48, 47877 Willich Fridays, 09:00 - 11:00 a.m.

Municipal. KiTa Junkershütte, Viersen

Junkershütte 23a, 41748 Viersen © Wednesdays, 13:00 - 15:00

Municipal family centre Bongartzstift, Nettetal





Mühlenstraße 20, 41334 Nettetal-Lobberich Tuesdays, 09:00 - 11:00 a.m.

Sonnenschein e.V. - Viersen City Library

Rathausmarkt 1B, 41747 ViersenImage: State of the state of the

Sonnenschein e.V. - Süchteln library

Hochstraße 10, 41749 Viersen

🕞 Fridays, 10:00 - 12:00 a.m.

#### Sonnenschein e.V. - Refugee accommodation centre Äquatorweg

Äquatorweg 24, 41749 Viersen

Thursdays, 15:00 - 17:00

Catholic day care centre St. Anna, Nettetal-Schaag

Happelter Str. 3, 41334 Nettetal

<sup>©</sup>Wednesdays, 10:00 - 12:00

# **3rd Rucksack Kita**



**Rucksack Kita** is a language and family education programme aimed at multilingual families with children between the ages of 4 and 6.

Parents meet for 2 hours a week at the daycare centre under the guidance of a multilingual parent mentor. The parents receive a wide range of play and exercise materials from the multilingual parent counsellor. This supports their children. With "Rucksack KiTa", parents can strengthen the development of their children and the family language, familiarise themselves with the KiTa and exchange ideas with other parents.

You can find Rucksack Kita groups here:

#### There are currently no Rucksack Kita groups taking place.

#### **Registration for all 3 groups:**





Municipal Integration Centre District of Viersen ▲ Felicia Bot-Jurca ▲ 0 21 62 / 39 - 19 61

#### @felicia.bot-jurca@kreis-viersen.de

Further information on the programmes can be found here.

#### Parents' guide - My child is starting school

#### Multilingual guide for parents on starting school in eleven languages

The transition from nursery to school is a major challenge not only for parents, but also for their children. This guide has been developed to ensure that the new phase in the child's life and the start of Year 1 are a success. It answers questions such as

- How can I prepare my child for school?
- How do I find the right school for my child?
- Is my child ready for school?
- Who can I turn to if I have questions?

Parents receive tips and advice on how they can best support their child at the start of school, which step is due and when, how daycare centres and schools can exchange information and prepare for the upcoming change of children.



MEIN KIND KOMMT IN DIE SCHULE Ratgeber für Eltern zum Schulstart

#### The guide is available in the following languages

- Arabic
- German, English
- English, German
- Farsi





- Greek
- Italian
- Kurdish Kurmanji
- Polish
- Romanian
- Russian
- Turkish

The multilingual versions are available for download on the Viersen district website:

#### • My child is going to school

Contact for the area of early education:

#### **Municipal Integration Centre District of Viersen**

Felicia Bot-Jurca
 Telephone: <u>0 21 62 / 39 - 19 61</u>
 @Email: <u>felicia.bot-jurca@kreis-viersen.de</u>

#### Parents' guide - My child is growing up multilingual

#### Parents' guide to multilingual education available in twelve languages

The guide answers questions about multilingual parenting and language acquisition such as:

- How does language develop in children?
- What factors influence language development?
- Do children have a special capacity to learn two or more languages?
- Is it true that children who receive a multilingual education speak much later?
- Is a child with two languages over-educated?
- What should be done if the languages mix?
- When to start bilingual education?
- Can I read aloud in another language?
- What should I do if my child refuses to speak a second or third language?

It provides information as well as tips and tricks. The contents are applicable to all languages.







MEIN KIND WACHST MEHRSPRACHIG AUF Ratgeber für Eltern zur Mehrsprachigkeit

The brochure is available in the following languages:

- Albanian
- Arabic
- Bulgarian
- German, English
- English
- Farsi
- Farsi French
- Kurdish-Kurmanji
- Polish
- Romanian
- Russian
- Turkish
- Ukrainian

The guide can be downloaded free of charge from the Viersen district website.

My child is growing up multilingual

Contact for the area of early education:

#### Municipal Integration Centre District of Viersen

Felicia Bot-Jurca
Telephone: <u>0 21 62 / 39 - 19 61</u>
@Email: <u>felicia.bot-jurca@kreis-viersen.de</u>

## Parents' guide - My child is going to daycare

#### Information on the transition from family to kindergarten

The district of Viersen provides new parent guides in various languages





Many families want a childcare programme that is close to home, geared towards the needs of the children and can be adapted as flexibly as possible to the requirements of everyday family life. This is exactly what the various forms of childcare in the district of Viersen offer: individualised support in the development of children and help parents to reconcile family and career.

The multilingual parents' guide to the transition to daycare in the district of Viersen provides information for families on the various childcare options and offers support and guidance on questions about what children can expect in daycare centres and childminders and what support they will receive there. Parents can then choose the form of childcare that best meets their needs.

- How do I choose a daycare centre?
- Which educational concept is right for my child?
- What familiarisation models are there?
- Bonding before education how does bonding strengthen my child?
- What should I do if I am not satisfied as a mother/father?
- Do's & Don'ts
- Information for parents how do I get it?
- The day at daycare a working day for the child?
- What does my child need at daycare?
- What should I do if my child is ill?



# MEIN KIND KOMMT IN DIE KITA

Ratgeber für Eltern zur Kinderbetreuung

The guide is available free of charge in the following languages:

- Albanian,
- Arabic,





- German,
- English,
- Farsi,
- French,
- Kurdish-Kurmanji,
- Polish,
- Romanian,
- Russian,
- Turkish
- Ukrainian

The multilingual versions are available for download on the Viersen district website:

#### My child is coming to the KiTa

Contact person for the area of early education

#### Municipal Integration Centre District of Viersen

Lefter Felicia Bot-Jurca

## <u>02162/391961</u>

@felicia.bot-jurca@kreis-viersen.de

## Game collection - Games around the globe

#### Games around the globe - an intercultural play journey

This brochure brings together games from around the world so that children can learn about other cultures through play. Games are presented that can be realised with just a few objects.

- What do children play in other countries?
- What games do they play?
- What can I play with small stones?

The intercultural game collection is intended for both the day-care centre and the family. Children can play anywhere: on the street, in the day-care centre or at school. It often takes nothing more than a rope or a ball to start a game.

The brochure summarises games that are typical for the country as well as games that are played worldwide.







# SPIELE RUND UM DEN ERDBALL

Eine interkulturelle Spielereise

The brochure "Games around the globe" is available free of charge in the following languages: Arabic, English, German, Farsi, French, Kurdish-Kurmanji, Kurdish-Sorani, Polish, Romanian, Russian, Serbian, Turkish, Ukrainian.

The multilingual versions can be downloaded from the Viersen district website.

## Games around the globe

#### **Municipal Integration Centre District of Viersen**

Lefter Felicia Bot-Jurca

# <u>02162/391961</u>

@felicia.bot-jurca@kreis-viersen.de

## School

# School for children aged 6 to 18

All children living in Germany from the age of 6 not only have the possibility, the right, but also the obligation to attend school. In order to ensure a smooth enrolment process for your children, we ask that you take note of the following information:

# School registration / compulsory schooling (6 - 18 years old)

In Germany, compulsory schooling applies to children and youths aged 6 and over. If you have school-age children, your children will be assigned to a school via the <u>district Education</u> <u>Authority (Schulamt)</u> if you are seeking asylum. This also applies if you have moved to the district from the EU. You will be informed about what school you have been assigned to by letter.

An overview of the school system in North Rhine-Westphalia is provided in this flyer from the Ministry for Schools and Further Education. You can access the flyer here in <u>Arabic</u>, <u>German</u>,





English, French, Greek, Romanian, Russian, Spanish and Turkish.

 $\Box$  This <u>film</u> explains the different types of school after primary school. You can also watch the film in various other languages <u>here</u>.

You can find more information on the school system in Germany in the multilingual brochure "Mein Kind kommt in die Schule - Elternratgeber zum Schulstart" (My child is going to school - parents' guide to starting school) (pdf):

Arabic German English Farsi Greek Italian Kurdish Polish Romanian Russian Turkish

## How will my child get to school?

School enrolment takes place in a different way when you move to a new place of residence:

# If you have been assigned to a town or municipality in the district or you have moved within the European Union:

If you have been assigned to a town or municipality as part of your asylum application, your school-age child will automatically be assigned to a school close to your place of residence via the <u>district education authority</u>.

You will be informed of the assignment by letter.

 $\bigcirc$ This also applies if you have moved to the district from the EU.

## Health examination

The school will then arrange an appointment with the <u>Viersen district health authority</u> to examine the child and inform you of this.

If support is needed for a translation, the school or the health department can apply for a <u>lay</u> <u>language med</u> iator free of charge from the Municipal Integration Centre.

 $\bigcirc$ From 31 July 2021, pupils who are to be newly admitted to a school must provide proof of **vaccination against measles**. Proof is provided by submitting a vaccination card or a vaccination certificate. The vaccinating doctor will issue a corresponding document after the vaccination.

□Further information on vaccination can be found <u>here</u>.

## Language support groups and support classes





If your child's German language skills are not yet sufficient, there are language support groups at the schools. In these groups, pupils are given intensive German lessons for a period of two years to prepare them to join mainstream lessons as quickly as possible. This is called "**initial support**". After the initial support programme, the child only takes part in regular school lessons and is graded in all subjects taught.

International support classes are available for young people at vocational colleges, where they are prepared for a school-leaving certificate and possible entry into working life.

# If you have changed your place of residence and your child has completed the initial support programme:

In this case, you must enrol your child at an appropriate school yourself. To do this, first contact the school by telephone.

# Everyday life at a school

You can find an explanation of everyday life at schools and useful information in the multilingual brochure "Elternratgeber Schule" (pdf):

<u>Arabic</u> <u>Arabic German</u> <u>Farsi German</u> <u>Farsi French</u> <u>Croatian</u> <u>Romanian</u> <u>Russian</u> <u>Tigrin</u> <u>Turkish</u>

## Heritage language teaching (Herkunftssprachlicher Unterricht; HSU)

HSU is an option for pupils who are growing up bilingual. In the District of Viersen, HSU is currently available in the following languages

- Albanian,
- Arabic,
- Farsi,
- Greek,
- Italian,
- Polish,
- Portuguese,
- Russian,
- Spanish,
- Turkish.

Classes are held in the afternoons at various schools in the District of Viersen.





#### Registration for HSU

You can register your child for HSU using a form. You will receive the form at your child's school. You must also return the form there. Registration for the coming school year is possible until the **end of March**. Registration is valid for the entire period of attendance at the primary school, but at least for one school year.

You can download the HSU form here.

Amt für Schulen, Jugend und Familie (School, Youth and Family Office)
Rathausmarkt 3, 41747 Viersen
<u>https://www.kreis-viersen.de</u>

**Contact persons**: Dr. Mohr, Thomas

Nent, Laura 02162/39-1741

#### All-day and childcare services at primary schools

# Offene Ganztagsschule (Open All-day School; OGS)

Your child can also be looked after in the afternoon. Normally from Monday to Friday from 8 a.m. to 4 p.m., but at least until 3 p.m. They only get a place if there is a free place at the school. Your child will get lunch. You will have to pay parental fees for this. The primary school will inform you whether your child can attend the Offene Ganztagsschule (Open All-day School).

## School from eight to one (8:00 a.m. - 1:00 p.m.)

Opening hours and period of care provided by the school: 8 a.m. to 1 p.m. Your child may also go home earlier. You will have to pay parental contributions. They only get a place if there is a free place at the school.

#### Inclusion

## Inclusion - what is it?

It is particularly important to help people with disabilities to participate in society. However, an inclusive society also includes people of different genders, skin colours, religions and cultures.

Inclusion is a human right enshrined in the UN Convention on the Rights of Persons with Disabilities. Germany has signed the Convention and is committed to building an inclusive society.

If your child has a disability, please contact the relevant school or the Education Authority (Schulamt) of the District of Viersen. They discuss the procedure to determine whether your child needs support and if so, what kind of support.





**Amt für Schule, Jugend und Familie (School, Youth and Family Office)** Susanne Wilms (school district director)

#### Inclusion coordinators:

Schöpgens, Stephanie
 <u>02162/39-1452</u>
 stefanie.schoepgens@kreis-viersen.de

Stamm, Torben
 02162/39-1458
 Email: torben.stamm@kreis-viersen.de

Nürnberger, Timo
 02162/39-1465
 timo.nuernberger@kreis-viersen.de

Information on further assistance and support services is available from the

Office 50/1 Social Administration, Assistance in Institutions Rathausmarkt 3, 41747 Viersen kreis-viersen.de Mondays to Fridays 9:00 a.m. to 4:00 p.m. and by appointment

#### Contact persons:

Steppke, Elke 02162/39-1606

Kivelip, Svenja

von Boetticher, Birgit

#### **Recognition of graduation certificates and qualifications**

## **Recognition of foreign graduation certificates**

Qualification certificates are very important in Germany. If you want to start further education or vocational training, you have to present your certificates. You must first have your foreign certificate recognised.

## What do I need to do?

1. Ask the IQ Netzwerk for advice on whether translation and recognition is necessary.

IQ Netzwerk NRW: DGB Bildungswerk gdgb-bildungswerk.de

Begaj, Orjana 0171/2031713





#### orjana.begaj@dgb-bildungswerk.de

2. First you should look for a translator. The translation must be done by a professional translator.

You can find an overview of the interpreters accredited in Germany here: <u>Justiz-dolmetscher.de</u>

3. After that, you need the official recognition of your certificate. These bodies can do this: public authorities, for example city administrations (Rathaus), district administrations, mayors and notaries.

4. As a final step, you must submit an application and include the following documents :

- Copy of passport with residence permit
- Curriculum vitae
- Foreign certificate and translated certificate.

## **Responsible government offices**

Depending on the school-leaving qualification, different authorities are responsible for the recognition of your certificate:

# A) An intermediate school-leaving qualification ("Mittlere Reife") and / or secondary-school diploma (Hauptschulabschluss)

Bezirksregierung Köln Zeughausstr. 2-10, 50606 Cologne bezreg-koeln.nrw.de 0221/147-2048 Celephone consultation hours: 9:00

Telephone consultation hours: 9:00 a.m. - 11:30 a.m. (Mondays and Wednesdays) and 1:00 p.m. - 3:00 p.m. (Tuesdays and Thursdays)
 Visitors' day: Thursdays, 8:30 AM - 3:00 PM

You can find the application form and additional information here.

# B) Allgemeine Hochschulreife (general qualification for university entrance)

Düsseldorf district government Department 48 Certificate Recognition Office (Zeugnisanerkennungsstelle) www.brd.nrw.de Am Bonneshof 35, 40474 Düsseldorf 0211/475-0

You can find the application form and additional information here.

#### **BAföG for students**

All people in Germany deserve to have the same opportunity to receive vocational training or a continuing education certificate. Some parents cannot support their children in this because





they do not have that much money. That is why there is financial support in Germany. This is called BAföG (Federal Education and Training Assistance Act). The state provides Schüler-BAföG as a grant. Therefore it does not have to be paid back.

Students can get BAföG assistance if they:

- undergo vocational training or
- want to get a continuing education certificate.

The eligibility for BAföG depends on various conditions, for example:

- which school you attend
- whether or not you have already completed an apprenticeship
- on your legal status as a foreigner

You can get further information here:

#### District of Viersen Social Welfare Office (Sozialamt)

BAföG office Rathausmarkt 3, 41747 Viersen □ kreis-viersen.de <sup>∞</sup>Availability by telephone: Mon – Fri: 10:00 a.m. - 11:30 a.m. Application submission and personal counselling: Mon. + Wed. 1:30 p.m. - 4 p.m.

#### Contact persons:

Bimmler, Bianca

Heinrichs, Daniela

# Language support during the school holidays (Holiday Intensive Training - FIT in German)

The Holiday Intensive Training - FIT in German is an offer for pupils who want to learn German better. It takes place during the Easter, summer and autumn holidays in the district of Viersen.

The towns and municipalities and the Municipal Integration Centre organise this programme.

At FIT in German, the children and young people receive a great deal of help in learning German. They are supported by language learning counsellors.

Your child can directly apply what they have learnt in games and various activities. There is also lots of fun!

FIT in German is for children from primary and secondary schools. Many schools in the Viersen district offer it.





If you would like to enrol your child, simply ask at the school whether they offer FIT in German.

# Enabling education - education and participation package (BuT)

# Education and participation package (BuT)

If you receive social benefits, you can get money for your child through the "Education and Participation Package". This applies to children up to the age of 18.

Young adults up to the age of 25 can receive help for school if they are studying there but do not receive a training allowance.

Money for leisure, culture and sport is only available up to their 18th birthday.

# The following grants are part of the education and participation package:

Children and young people up to the age of 18 receive  $\leq 15.00$  per month. The money can be used for lessons, courses or leisure activities.

- For excursions and trips lasting several days with the school or daycare centre, the travel costs, food and admission are paid.
- Lunch at the school or daycare centre is covered in full.
- Schoolchildren receive € 195.00 per school year for school materials, photocopying and other teaching costs.
- Under certain conditions, your child can receive extra tuition. The school decides in which subjects and how much support is needed.
- In special cases, there may also be money for travelling to school.

# Who is eligible:

Children and young people from families who receive

- Unemployment benefit II/social benefit (Hartz IV benefits) according to the German Social Code, Book 2 (SGB II),
- Social assistance according to the Social Code, Book 12 (SGB XII),
- Child supplement KIZ according to the Federal Child Benefit Act (BKKG) or Housing benefit in accordance with the Housing Benefit Act (WoGG),
- receive benefits in accordance with § 2 of the Asylum Seekers' Benefits Act (AsylbLG) or § 3 AsylbLG in conjunction with § 6 AsylbLG.

# Please enclose the current grant notice with your application for benefits from the education and participation package as proof of receipt of the social benefit.

## Who is responsible?

Depending on which benefits you receive, different authorities are responsible.





# a) Recipients of unemployment benefit II or social benefit (Harz IV) can submit their applications to the Viersen district job centre.

Viersen district job centre Am Schluff 18, 41748 Viersen jobcenter-kreis-viersen.de/ 02162/26611-00 jobcenter-kreis-viersen@jobcenter-ge.de

**Solution Important:** You must always submit the application before you pay anything yourself. If you have already paid something, you will not get the money back from the job centre.

b) Recipients of housing benefit, supplementary child allowance, social assistance and basic income support (according to the 3rd and 4th chapters of SGB XII) and benefits according to the Asylum Seekers Benefits Act can submit their applications to the Social Welfare Office of the district of Viersen.

District of Viersen - Social welfare office 50/4 Special social benefits ■Rathausmarkt 3, 41747 Viersen ■kreis-viersen.de 02162 39 2730 Monday to Friday 09.00 - 16.00 or by appointment

Further information and forms can be found <u>here</u> and in the flyers in various languages:

BuT Kreis Viersen

Education and participation: German

Education and participation: Arabic

Education and participation: Russian

Education and participation: Tigrin

Education and participation: Turkish

Education and participation: Ukrainian

## Regional school counselling centre for the district of Viersen

We are a team of professionals who help pupils, parents and teachers when there are problems at school. Together we look for solutions to help your child do better at school.

We provide support with:

- Learning & homework If your child has difficulties with the subject matter or homework.
- Concentration If they are easily distracted or very restless.
- Anxiety For example, if your child has exam nerves or is afraid of going to school.
- Conflicts In the event of arguments with classmates or teachers or if your child feels excluded.
- School refusal If your child no longer wants to go to school and needs support.





• Immigration - If children with an immigrant background have particular challenges at school.

How do we help?

- Parents can get counselling to discuss the problem. If desired, the school or other support centres can also be present.
- Young people aged 14 and over can register themselves.
- If necessary, a translator can be present.

Our counselling is:

- Voluntary
- Confidential
- Neutral & independent
- Free of charge

You can find more information about our services and how to register here.

If you have any questions about enrolment and our services, please contact our office:

02162/39-1484 schulberatung@kreis-viersen.de

# Work, training and study

Work

## When can I work?

You are not allowed to work for the first three months after your registration.

There are different rules depending on your residence status :

- There is a ban on employment for asylum seekers and persons in the asylum process from safe countries of origin (Albania, Bosnia, Herzegovina, Ghana, Kosovo, Macedonia, Montenegro, Senegal and Serbia with an asylum application after 31.8.2015), in other words they are not permitted to work.
- Recognised refugees, those entitled to asylum and those entitled to subsidiary
  protection have full access to the job market: You can work immediately and do not need a
  permit.
- Asylum seekers, asylum applicants and persons with exceptional leaves to remain (Geduldete) (with proof of arrival or temporary residence permit (Aufenthaltsgestattung)) must submit an application for a work permit to the Bureau for Foreigners (Ausländerbehörde). A specific job must be available in this case. You can find more information <u>here</u>.





The Bureau for Foreigners (Ausländerbehörde) may impose an employment ban on those persons with exceptional leaves to remain (Geduldete) because they have, for example, breached their cooperation obligations regarding their departure (in particular, presentation of identity documents).

The Bureau for Foreigners (Ausländerbehörde) usually requires the permission of the Federal Employment Agency (Bundesagentur für Arbeit). The latter will check the working conditions. After approval, temporary work is also possible.

# **Recognition of professional qualifications**

The recognition or assessment of qualifications obtained abroad can help with access to the labour market.

Depending on your profession, different recognition offices are responsible.

You can find out who is responsible for recognising your profession online at <u>anerkennung-in-deutschland.de</u> (this information is available in 11 languages) or by calling the hotline  $\oint 03018151111$ .

Various documents are required to prove your qualification. If your application is approved, you will receive a "notice of recognition".

It is best to make an appointment with a <u>refugee counselling centre</u> in your area. Recognition counselling is free of charge and will help you if you have learned a profession abroad and would also like to work in this profession in Germany.

# Documents

You should already have the following documents for the counselling:

- Certificates (with translations if you already have them)
- Curriculum vitae
- Letters and notifications from authorities if you have already applied for recognition
- · Certificates from your jobs in the past
- Identity card or passport or residence document

# Counselling

#### **IQ Network NRW**

DGB Bildungswerk Bund e.V. iq-netzwerk-nrw.de Beqaj, Orjana 0171/2031713 orjana.begaj@dgb-bildungswerk.de Online counselling

# Further information on the topic:

Information from the <u>Employment Agency</u>





- Offers for people with foreign professional qualifications from the IQ network NRW
- The <u>Anabin</u> information portal for information on the recognition of educational qualifications

## My rights and responsibilities

As an employed worker, you have various rights and obligations. In principle, these are regulated in an employment contract. This contract will usually be presented to you in writing. However, an oral employment contract is also valid. The employment contract regulates what you have to do and what you get from your employer in return. This contract also lays down framework conditions (for example):

- The beginning of the employment contract
- The salary
- The place of work
- The nature and duration of the activity
- The number of days of leave and the amount of break time
- The requirements to be observed in the event of termination
- If applicable, the end of the employment contract (in the case of fixed-term employment)

Your salary is usually based on the hours you have worked (hourly wage). Germany has a statutory minimum wage. This amount is the minimum you must receive for the hour worked.

Working hours are regulated by the Working Hours Act (Arbeitszeitgesetz; ArbZG). The regular (daily) working time is a maximum of 8 hours. This can be extended to 10 hours, but must be offset again (within half a year).

Break time is also regulated. Breaks must be taken after an uninterrupted period of work of 6 to 9 hours. During this time you must take a break of at least 30 minutes. If you have worked more than 9 hours, you must take a break of at least 45 minutes.

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

If you ever get sick, tell your workplace. However, you are not obliged to inform the employer of the reason for the illness. If you cannot go to work for more than 3 days (note the weekend), you must present a certificate of incapacity for work from a doctor. Your salary will continue to be paid while you are sick. The employer must pay the salary for the first 6 weeks. After this period, you will receive sick pay from your health insurance company. This sick pay is equivalent to 70% of your gross pay, but not more than 90% of your net pay.

As a pregnant woman, you have special protection against dismissal. Maternity leave is also granted from 6 weeks before to 8 weeks after the expected due date. During this time you do not have to work and will continue to receive a salary.

Following the birth, you may take parental leave. This applies to both fathers and mothers living in the same household with the child. You may not be dismissed during this period. However, you will also not receive any money from the employer. You can apply for parental allowance (Elterngeld), which will be paid to you by the state.





Both parents are entitled to a total of 14 months of <u>parental allowance (Elterngeld)</u>. This can be divided between both parents, provided that both participate in the care of the child, i.e. do not pursue gainful employment for the period of their requested parental leave.

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

You can be terminated under certain conditions. Reasons for termination can be operational (worse economic situation for the company) or behavioural (if you do not fulfil your work duties under your employment contract). Should you wish to terminate of your own accord, statutory notice periods apply. You can read these in your employment contract. Notices of termination from both your supervisor and yourself must be in writing. Verbal notices of termination are not valid.

You can find more information on the following websites:

- Europäischer Verein für Wanderarbeiterfragen (European Workers Union)
- DGB Bildungsnetzwerk
- and the websites of the trade unions

#### Minimum wage

Germany has a statutory minimum wage. The current minimum wage is 9.50 euros per hour. The amount is increased regularly. (This will increase to 10.45 euros by July 1, 2022).

The minimum wage may not be undercut by workers working more than contractually agreed.

#### The minimum wage does not apply to:

- Young people under the age of 18 without completed vocational training
- Apprentices
- Long-term unemployed persons during the first six months of their employment after the end of unemployment
- Interns in certain forms of internship (school or study-related internship or for the purposes of job orientation for up to three months)
- Voluntary activities

## Taxes and tax returns

You must pay tax on your income in Germany. If you are employed, you will receive the net amount of your salary from your employer, i.e. your taxes have already been deducted. If you are self-employed, you must pay tax on your income yourself.

# Tax identification number

The 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 obtain it in





person from the registration office or in writing from the Federal Tax Office.

If you need help with your tax return, it is best to contact your local income tax association. The tax office can also help you with further questions.

#### How do I find work?

If you have a work permit, you can look for a job yourself.

Companies that are looking for new employees post a"**job advert**". You can find these on company websites, in newspapers or on the Internet.

#### Job vacancies on the Internet:

- Job exchange of the Federal Employment Agency
- Job exchange<u>"Make it in Germany</u>"
- <u>"Workeer</u>" job exchange especially for job-seeking refugees

The Federal Employment Agency can support you in your search for a job.

#### **Viersen Employment Agency**

Remigiusstrasse 1, 41747 Viersen

 arbeitsagentur.de

 02151/921010

 Mondays to Fridays 8.00 - 18.00 hrs

 Viersen@arbeitsagentur.de

If you are already a customer of the job centre, your <u>local job centre</u> can advise you on finding a job.

#### Internships

In order to get a job or an apprenticeship, many companies expect a work placement. They want to find out whether you are suitable for the job. It usually takes 2-4 weeks, sometimes up to 3 months and is not paid.

If a work placement lasts longer than 3 months, the employer must pay minimum wage.

 $\bigcirc$  It is important for you to inform the Jobcenter (persons with residence status) or the Bureau for Foreigners (Ausländerbehörde) (persons in ongoing proceedings and exceptional leaves to remain (Duldung)) before the start of the work placement:

Brüggen, Grefrath, Kempen, Niederkrüchten, Nettetal, Schwalmtal, Tönisvorst, Viersen, Willich

## Apprenticeship and work placement search

On the following pages you can search for an apprenticeship or a work placement:

Job board of the Employment Agency (Agentur für Arbeit)

☐ <u>The apprenticeship exchange of the Chamber of Industry and Commerce (Industrie- und</u> Handelskammer; IHK), the apprenticeship radar of the Chamber of Crafts (Handwerkskammer)





or the work placement exchange of the Chamber of Industry and Commerce (Industrie- und Handelskammer) in the Integreat app.

## Counselling and help

The following organisations in the district of Viersen will support you in your job search:

Job Centre / BLZ Brüggen/Nettetal Poststraße 19, 41334 Nettetal

Job Centre / BLZ Kempen/Grefrath/Tönisvorst Arnoldstr. 13c, 47906 Kempen

Job Centre / BLZ Schwalmtal/Niederkrüchten Hospitalstraße 16, 41366 Schwalmtal

Job Centre Viersen Am Schluff 18-20, 41748 Viersen

Job centre / BLZ Willich Gießerallee 8, 47877 Willich

Contact all job centres /BLZ:

 $\frac{\Box}{\&02162/2661100}$ 

#### **Krefeld/Viersen Employment Agency**

Philadelphiastr. 2, 47799 Krefeld arbeitsagentur.de 02151/921010 Krefeld@arbeitsagentur.de

#### Contact centre "Entry into the care sector"

Orientation, counselling and support for people who want to enter the care professions:

- Visits to care facilities
- Support in the search for internships, jobs, training and further education opportunities
- Support with job applications
- Communication training in the care sector

www.brueckenbau-viersen.de
 kontaktladen@brueckenbau-viersen.de
 02162 919 4203
 Mon, Wed, Thu, Fri: 09.00 - 12.00 and 13.00 - 15.00
 Tue: 09.00 - 12.00 and 13.00 - 17.00

#### **Job Applications**

If you would like to start a vocational training programme (Ausbildung) or get a job in Germany, you need to submit a written application.





Usually, you apply to a company that posted a job vacancy online or in a newspaper. Posting a vacancy means that the company is looking for new employees. The job advertisement describes what type of work or vocational training it involves and what the company expects of the employee . It is also stated there where and how you have to apply.

If the company is interested in you, you will normally be invited to a job interview, which gives you a chance to introduce yourself in person. Please plan enough time for the interview and always make sure to arrive on time for your appointment. Before the interview, you should prepare thoroughly and research into the company. Take a look at the company's website and read about its history; research the products or services it offers. Arriving on time for your appointment and asking questions during the interview demonstrates your motivation for and interest in the vocational training programme or job.

# An application usually consists of three parts:

**Cover letter:** In your personal cover letter, you briefly introduce yourself and say why you are suitable for the vacant position. For example, describe what previous experience you have gained in your home country. Find out about the company and explain why you want to work there. Your covering letter should fit on one page. Sign your covering letter. There are many templates and guides online. It is important not simply to copy something you find. Your cover letter needs to be unique to you and suitable for the position.

**CV:** The CV (curriculum vitae) lists your entire professional experience and is set out in the form of a table. Write the dates during which you worked with each company. Include where you undertook training or a course of studies. Specify where you went to school and what type of qualification you left with. You do not have to include a photo in your CV, but many companies prefer it if you do.

**Credentials and references:** It is very important that you include copies of your credentials and references in the application (do not send the original documents!). They include your school- leaving certificate, your university degree and any job references from the past. They should be in German or English – if they are not, you should have them translated. You should also send certificates from any internships, work-relevant professional development courses, or German courses you have taken.

The job advert provides information about how to apply. Please read it carefully.

**Written (hard copy) applications:** Buy an application folder and insert your cover letter, CV, and credentials and references. Then mail the application to the address mentioned in the job advertisement.

**E-mail:** These days, many applications are sent by email. Bring your covering letter, your CV and your certificates and references together into a single PDF file. Add the PDF file as an attachment to the email. Write a short text in the email to the person who will receive your application.

**Online:** Large companies have their own website through which you have to apply. You need to register with your email address before you can send your application through the website.

Use You can find some more helpful tips for your application at <u>planet-beruf.de</u>.

**<u>Europass</u>** is a multilingual (more than 20 languages) online platform that helps immigrants make their skills and expertise obvious to others. It offers a free online tool for creating a





"language passport" or CV. You can also find important tips on writing good applications on Europass.

# Language practice

☐ You can find exercises for practicing job applications and general aspects of starting a career on the <u>VHS learning portal "I want to learn German</u>" and on the <u>Goethe-Institut's</u> <u>website "German for you</u>". You can learn more about the professional world and improve your German language skills.

# Vocational training

In-firm training

# In-firm training = dual vocational training

In the case of in-firm training, the training will take place both in the company and at the vocational school . The training courses last between two and three and a half years.

In order to complete dual training, you need a training company that will conclude a training contract with you. You will then also receive a training salary from them.

**Important**: If you are in an ongoing asylum procedure or have an exceptional leave to remain (Duldung), you must send the training contract to the Bureau for Foreigners (Ausländerbehörde).

You can find available apprenticeship placements, for example, on the <u>Lehrstellenradar</u> page of the Chamber of Crafts (Handwerkskammer; IWK) and the <u>Lehrstellenbörse</u> of the Chamber of Industry and Commerce (Industrie- und Handelskammer; IHK).

 $\bigcirc$  In-firm training can be funded by **vocational training allowance** (Berufsausbildungsbeihilfe; BAB). You can find more information <u>here</u>.

# Postponement of deportation due to vocational training (Ausbildungsduldung)

A postponement of deportation due to vocational training (Ausbildungsduldung) is granted to a trainee whose asylum procedure has been completed and the asylum application has been rejected. The exceptional leave to remain (Duldung) is granted for the duration of the training and is extended for 6 months after successful completion of the training in order to look for a job.

After completing the qualified vocational training, the foreigner has a **legal claim** to the issuance of a residence permit (Aufenthaltserlaubnis) in accordance with § 19d para. 1a AufenthG if they can show that they have a job that corresponds to their training. The prerequisites are independent means of subsistence, exemption from punishment and possession of a valid home passport.

☐ You can find more information <u>here</u>. You can download the application for a postponement of deportation due to vocational training document (Ausbildungsduldung) <u>here</u> (.doc).





## Search for an apprenticeship

If you do not yet know which apprenticeship occupation you would like to learn, then you can get advice from the Employment Agency (Agentur für Arbeit):

#### Employment Agency (Agentur für Arbeit) Krefeld/Viersen

Philadelphiastr. 2, 47799 Krefeld arbeitsagentur.de 02151/921010 Krefeld@arbeitsagentur.de

□Information (in German) on all apprenticeship occupations can be found on the website <u>berufenet.arbeitsagentur.de</u>.

□ Information in Arabic, German, English and French on choosing a career, applying for a job and taking tests to identify your own strengths can be found at <u>planet.beruf.de</u>.

You can search for apprenticeships or work placements on the portals of the Chamber of Industry and Commerce (Industrie- und Handelskammer; IHK), the Chamber of Crafts (Handwerkskammer; IWK) and on the <u>offer portal of the Integreat app</u>.

# Entry Qualification (EQ; Einstiegsqualifizierung)

With the approval of the Employment Agency (Agentur für Arbeit) and the Bureau for Foreigners (Ausländerbehörde), you can also complete a work placement of **6 to 12 months** in a company in order to then transition to an apprenticeship (Einstiegsqualifizierung / EQ). In this way, you can gain a technical and operational introduction to an apprenticeship and you and your employer have the opportunity to get to know each other.

You can show this brochure (pdf) to a company where you want to do a work placement: <u>Entry</u> <u>Qualification - Information for Employers</u>

# Training support (abH; Ausbildungsbegleitende Hilfen)

If you are already in training or undergoing entry qualification (EQ), your employer can apply for training assistance from the Employment Agency (Agentur für Arbeit) if you need further support in your training.

Training support - Information for employers (pdf)

#### Studies

# **General information**

In Germany, there are many different courses of study. There are also different types of universities:

- Universitäten = universities (more academically focused)
- (Fach-)Hochschulen = universities of applied sciences; polytechnics (more practically focused)





- Duale Hochschulen = "dual universities" (very practically focused)
- Kunst-, Film- und Musikhochschulen = universities for art, film and music (for the arts and performing arts)

There are public and private universities. Private universities are not necessarily better than public ones – however, students usually have to pay high tuition fees at private universities.

#### Helpful websites:

Hochschulkompass (Higher Education Compass) (list of all courses of study and universities in Germany)

Deutscher Akademischer Austauschdienst (German Academic Exchange Service) (DAAD - All study programmes in Germany)

**<u>Study in Germany</u>** (information for refugees)

Agentur für Arbeit Studienorientierung (study programme orientation from the Federal Employment Agency)

#### Prerequisites

If you want to study in Germany, you need a university entrance qualification. If you do not have an Abitur degree from a German school, you need to check whether the secondary school degree you obtained in your home country is sufficient for you to enter a German university.

You can find more detailed information on the <u>Anabin</u> website, through the "Recognition in Germany" information portal and on the website of the <u>German Academic Exchange Service</u> (<u>DAAD</u>).

You also need to bring proof of your good German language skills (<u>level C1</u>), such as a certificate from the TestDaF, DSH or telc Deutsch C1 Hochschule.

It is also possible to get support from the educational counselling organisation Garantiefonds Hochschule.

Some universities also offer preparatory semesters during which you can learn German. You should get information directly from the university at which you would like to study. Most universities have counselling services available. Also make note of the deadlines by which you need to apply for a course of study!

## Without a university entrance qualification

If you are eligible to study at university in your home country, but not in Germany, you may be able to get access to higher education through a preparatory college (Studienkolleg). There, foreign university applicants are given targeted preparation for future studies at a German research university or university of applied sciences.

#### Degrees

#### Possible degrees

#### **Bachelor's degree**





The duration of a degree programme is a minimum of 6 to a maximum of 8 semesters (3 to 4 years). You collect so-called ECTS points through various courses and examinations. To get a Bachelor's degree, you need to have enough points and write a Bachelor's thesis .

# Master's degree

A master's degree is a postgraduate degree taken after the bachelor's degree. Content and focus in the master's degree course intensifies the bachelor's degree. The programme lasts 4 to 8 semesters (2 to 3 years).

# State examinations (Staatsexamen)

Programmes of study, for example medicine, law, pharmacy, as well as some of the food chemistry programmes and the teacher training programmes, culminate in a state examination, the so-called Staatsexamen.

# PhD

A PhD (doctorate) is the requirement for an academic career, with very few exceptions. You have to write a doctoral thesis beforehand.

#### Financing of studies

As a student in Germany, it is possible to receive financial support through the Bundesausbildungsförderungsgesetz, a federal act for promoting higher education referred to as "BAföG" for short. The payments are made monthly and, in the best case, continue for the duration of your course of study. The monthly sum provided by the BAföG can be somewhere between €399 and €735. Half of the BAföG total must be paid back after course of study has been completed. The exact information on the BAföG changes regularly and can therefore be found under the following link:

#### Website about BAföG for refugees and migrants

As an alternative to the BAföG, it is also possible to get a scholarship. In contrast to the BAföG, a scholarship usually does not need to be paid back. Therefore, one must perform well and take on some voluntary commitments in order to be awarded a scholarship. The amount is often calculated in line with the BAföG. There is also an additional 300 euros paid monthly, this is known as "Büchergeld".

Organisations that award scholarships are often described as foundations that offer scholarships. The following foundations offer programmes, among other things, especially for refugees. Please refer to the respective websites for application guidelines and requirements.

- Friedrich-Ebert-Stiftung (FES) Scholarships for Refugees
- Böckler-Aktion Bildung by the Hans-Böckler-Stiftung
- Konrad-Adenauer-Stiftung (KAS) Scholarships for Refugees
- Villigst Our Scholarships for refugees
- Brot für die Welt Flüchtlingsstipendienprogramm (Refugee Scholarship Program)





One exception is, for example, the guarantee fund by Otto Benecke Stiftung. The programme is aimed at migrants who are new in the country and who would like to get the higher education entrance qualification, prepare to go to university, and start their academic career. There is also the Deutschland-Stipendium that provides 300 euros monthly as financial support. The Deutschland-Stipendium is awarded through the respective universities.

University guarantee fund from Otto Benecke Stiftung in Bonn

#### Deutschlandstipendium: Become a scholarship holder

You will find further information on the website for the 'Hochschulaktion für Geflüchtete' (College action for refugees) and from the database at the German Ministry for Education and Research (Bundesministeriums für Bildung und Forschung - BMBF).

Hochschulaktion f
ür Gefl
üchtete website

Database of scholarship offers (BMBF Stipendienlotse)

#### Student advisory service and study orientation

Which degree programme suits you and matches your skills and interests? Which university is the right one for you? How can you finance your studies? Find out more and get advice from the Employment Agency (Agentur für Arbeit) in your place of residence.

#### arbeitsagentur.de

Almost every university has a Central Student Advisory Service that can answer questions about studying. You should contact the subject advisors at the universities especially if you already have specific questions about a particular subject:

Aachen University of Applied Sciences
 RWTH Aachen University
 Bochum University of Applied Sciences
 Ruhr-University Bochum
 University of Duisburg-Essen
 Heinrich Heine University Düsseldorf
 Düsseldorf University of Applied Sciences
 University of Cologne
 Hochschule Niederrhein (Krefeld / Mönchengladbach)
 Venlo University of Applied Sciences

# Additional information:

- What do you want to study? All programmes on the "Hochschulschulkompass" page in North Rhine-Westphalia: <u>hochschulkompass.de</u>
- The official study guide for Germany: <u>studienwahl.de</u>
- Practical information about studying, financing and BAföG: studis-online.de
- Hochschulstart: <u>hochschulstart.de</u>
- Information on housing, student finance, childcare, students with special conditions:
   <u>studentenwerke.de</u>
- Information for refugees: <u>study-in-germany.de</u>



#### **Recognition of qualifications**

If you want to study at a German university, you need a "university entrance qualification" ("Hochschulzugangsberichtigung" or HZB). This is a school leaver's certificate that qualifies you to study. The <u>anabin</u> database lets you check whether your qualification is usually recognised as a university entrance qualification in Germany. Admission to higher education for German, foreign or stateless applicants with foreign higher education entrance qualifications is a decision for the higher education institutions.

#### Additional information:

Zentralstelle für Ausländisches Bildungswesen (ZAB; Central Office for Foreign Education) at the Secretariat of the Standing Conference of the Ministers of Education and Cultural Affairs Graurheindorfer Straße 157, 53117 Bonn (P.O. box 2240, 53012 Bonn) kmk.org/zab 0228/501664 Email: <u>zabservice@kmk.org</u>

 $\frac{100}{100}$  Telephone consultation hours: Mondays, Tuesdays, Thursdays from 9:00 a.m. - 12:00 p.m. and 2:00 p.m. - 3:00 p.m.; Fridays from 9:00 a.m. - 12:00 p.m.

# Proof of German language skills

Most universities and colleges require a certificate proving a minimum <u>level of C1</u> in order to study. Please contact the university directly for more information. Some universities also offer intensive German courses for those interested in studying.

# Health

In Germany, you are entitled to basic medical care for acute illnesses and pain. You are also entitled to every officially recommended immunisation and check-up. In addition, you are entitled to free medical services that are essential to safeguard your health. See a doctor if:

- you are acutely ill or in pain
- you are pregnant
- you are chronically ill, for example if you have diabetes, epilepsy or mental illness. If you still
  have any remaining medication or the package leaflet for your medication, bring this with you
  to the doctor's appointment. If you have already been to a doctor or hospital because of the
  illness, please also bring the results with you.

 $\bigcirc$ As soon as you have a residence permit, you must register with a regular health insurance company. There you will receive an insurance card and will be entitled to the same benefits as all citizens in Germany.

#### Emergency

An emergency is an acute health hazard. Only contact the emergency medical services or the ambulance services if there is an emergency or acute health risk.

# **Emergency contacts**





# Police $\,\,\&\,$ 110 Fire brigade, ambulance and ambulance service $\,\,\&\,$ 112 Ambulance, emergency doctor $\,\,\&\,$ 112

©Emergency numbers always work on mobile phones, even with pre-paid cards without credit/money!

# Important information for an emergency call

- Who is calling (your name)?
- Where did it happen (address)?
- What has happened?
- How many injured or sick are there?
- What kind of illnesses or injuries are there?
- Wait for questions!

Stay calm. Speak slowly and clearly so that people understand you better. Do not end the conversation. The emergency call centre / the police will end the call when all important information has been transmitted.

Do not forget your arrival certificate/ID when you go to the hospital! If you are already registered with a health insurance company, bring your insurance card with you.

You can only go to the hospital without a medical treatment certificate if it is an emergency. At the hospital, you must show your arrival certificate/ID in order to prove that you are an asylum seeker. The costs will be covered by the Social Welfare Office (Sozialamt).

#### **Doctors and pharmacies**

# **Visiting a doctor**

# General practitioners and specialists

If you are ill, go to your family doctor. You can choose this yourself. You should therefore make an appointment if you need help from a GP.

GPs carry out important examinations and are your first point of contact in the event of illness. They also decide what medication you need and whether a specialist examination is necessary.

If necessary, your GP will refer you to a specialist who can carry out specialised examinations.

 $\bigcirc$ If the practice is closed, the medical on-call service can help (telephone: <u>116 117</u>).

# Paediatricians and paediatricians

Children are usually examined by paediatricians. Regular check-ups and vaccinations at the paediatrician are important for the health of every child. The prescribed check-ups are called **"U examinations"** and are always free of charge and at a specific time. Please take your child to a paediatrician to find out about the regular, prescribed U-examinations.





# **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 your accommodation service.

If you are an asylum seeker and need to see a doctor, you will receive a treatment voucher from the local social welfare office. With this, the doctor's visit is free of charge for you.

<u>Brüggen</u>, <u>Grefrath</u>, <u>Kempen</u>, <u>Niederkrüchten</u>, <u>Nettetal</u>, <u>Schwalmtal</u>, <u>Tönisvorst</u>, <u>City of Viersen</u>, <u>Willich</u>

If an operation is necessary and it is not an emergency, the social welfare office 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.

# **Medication and pharmacies**

If you need medication, you will receive a prescription from your doctor. You can obtain your medication with this prescription from any pharmacy. Even with a prescription, not all medicines are usually free of charge. Some medicines, such as antibiotics, require a prescription. This means that you cannot buy them without a prescription.

Pharmacies are usually open from Monday to Saturday. Opening hours vary depending on the pharmacy. 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. You can also find this information on the Internet.

Search for pharmacy emergency services: aponet.de

 $\bigcirc$ As an asylum seeker, you will receive many medications without a co-payment. You should therefore ask your doctor.

#### igtriangle If you do not have a prescription, you will always have to pay for the medication.

#### **Health Insurance**

In Germany, it is mandatory to be insured. That means that as soon as you have a residence permit (Aufenthaltstitel), you must register with a regular health insurance company. From the health insurer, you will get a health insurance card. With this card, you have the right to the same health services as all residents in Germany.

In the case of an acute illness, you will also receive basic care in many foreign physician' practices and hospitals (information on this can be obtained from your health insurance company).





You can choose a general practitioner (family doctor) of your choice. If you need treatment from a specialist, you will receive a referral from your family doctor.

 $\bigcirc$  Remember to take your insurance card with you if you are being treated by doctors, in hospitals or by recognised therapists.

#### **Insurance card**

With the insurance card of a health insurance company, you can take advantage of medical services throughout Germany. On the back is the European Health Insurance Card (EHIC). With it you are also covered in all EU states as well as many other European countries and even some non-European territories.

 $\bigcirc$  For a trip abroad outside of the EU, we recommend travel health insurance as a supplement, as you will get even more services.

This **website** provides information in German and English on the basic aspects of the German healthcare system.

You can find all relevant information about health insurance in 40 languages <u>here</u>. It will have an explanation for different target groups in which it will explain who is covered by statutory and private health insurance, what needs to be considered and more.

Refugees and asylum seekers who are not yet covered by health insurance require health certificates in order to see a doctor. You can get these certificates from the local Social Welfare Office (Sozialamt).

<u>Brüggen</u>, <u>Grefrath</u>, <u>Kempen</u>, <u>Niederkrüchten</u>, <u>Nettetal</u>, <u>Schwalmtal</u>, <u>Tönisvorst</u>, <u>City of Viersen</u>, <u>Willich</u>

#### **Pregnancy and birth**

# **Pregnancy and birth**

Pregnant women in Germany are under special protection and are entitled to counselling, a doctor and support with new purchases for the child.

If you are pregnant, you must first go to a gynaecologist. Have the check-ups carried out there. You will then receive a maternity pass. The maternity pass is a document containing important information about your pregnancy, your health and the health of your child. Always take your maternity record with you in case of emergencies.

#### Advice and help - pregnancy counselling

SkF Social Service of Catholic Women e.V. Viersen Hildegardisweg 3, 41747 Viersen Skf-viersen.de 02162/24983-99 Schwangerenberatung@skf-viersen.de Appointments by arrangement

# **Emergency call for pregnant women in crisis situations**





Working group "Mother-child health" 0.0173/2704000 Weekdays from 9.00 - 12.00 and from 14.00 - 16.00

### 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, introduce breastfeeding after the birth and also take care of the woman's recovery. Any woman can call on the help of a midwife. Most services are covered by health insurance.

#### Website Midwives Association

#### **Delivery and aftercare**

Your gynaecologist will refer you to a maternity clinic. After the birth, ask there for a midwife or obstetrician for aftercare. You will receive a birth certificate from the clinic.

#### Notification to the registry office

Newborn children must be registered with the registry office. The maternity clinic will register the birth with the registry office. There you will receive the birth certificate for your child together with your ID and the birth certificate from the clinic.

#### Local registry offices:

Brüggen, Grefrath, Kempen, Niederkrüchten, Nettetal, Schwalmtal, Tönisvorst, City of Viersen, Willich

Please only submit original documents. An officially certified German translation is required for documents in a foreign language.

If you live in shared accommodation, please provide your accommodation manager with a copy of your birth certificate so that your child can be registered.

# Paediatricians and paediatricians

There are ten early detection examinations (U1-U9 and J1). This means that the child is regularly examined and its development monitored up to the age of 6. 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.

 $\bigcirc$  Proof of complete early detection examinations **may** be requested when <u>registering for</u> <u>daycare</u>.

©Further information and local contacts can be found in the brochure<u>"Schwanger im Kreis</u> <u>Viersen</u>" (pdf).

#### Counselling

#### **AIDS counselling**





Health Department (Gesundheitsamt) of the District of Viersen Rathausmarkt 3, 41747 Viersen <u>02162/39 -1696</u>

# Addiction counselling "Kontakt, Rat und Hilfe" Viersen e.V.

#### Head Office Viersen - Dülken

Kreuzherrenstr. 17-19, 41751 Viersen-Dülken krh-online.de 02162/95110 zentrale@krh-online.de

Willich branch MEDIAN Therapy Centre Haus Willich Wilhelm-Hörmes-Straße 52, 47877 Willich ©02154/8147557

Kempen branch An St. Marien 16, 47906 Kempen ©02152/8979929

Nettetal branch Süchtelner Straße 1, 41334 Nettetal

P Appointment by arrangement

# Socio-Psychiatric Service of the District of Viersen

District of Viersen Health Department (Gesundheitsamt)
Rathausmarkt 3, 41747 Viersen
Contact person: Kober, Karin
Color 02162/39-1507
karin.kober@kreis-viersen.de

# Children and youth hotline "Nummer gegen Kummer"

A nationwide telephone service for children and young people - free of charge, confidential, anonymous.

&<u>0800/1110333</u> ∰Mondays to Saturdays 2 p.m. - 8 p.m.

# Frauenberatungsstellen (Women's Counselling Centres):

Frauenberatungsstelle (Women's Counselling Centre) are psychosocial institutions for women and girls over the age of 16. They offer counselling sessions, crisis intervention and phone counselling. Counselling is independent of nationality and denomination.

Frauenzentrum Viersen e.V. Gladbacher Str. 25, 41747 Viersen <u>frauenzentrum-viersen.de</u>





Popen counselling: Mondays 4:30 p.m. - 6:00 p.m., Thursdays 9:00 a.m. - 10:30 a.m. PAn individual counselling appointment can be made at the following times: Mondays from 9:00 a.m. - 11:00 a.m., Tuesdays from 9:00 a.m. - 11:00 a.m. and Fridays from 9:00 a.m. - 11:00 a.m.

#### Sozialdienst katholischer Frauen e. V. Viersen

Hildegardisweg 3, 41747 Viersen Skf-viersen.de 02162/24983-99 info@skf-viersen.de

Mondays to Thursdays 9:00 a.m. - 12:30 p.m. and 2:00 p.m. - 4:30 p.m., Fridays 9:00 a.m. - 12:30 p.m.

# Women's shelter for the District of Viersen

602162/814342 frauenhaus@skf-viersen.de

# Telephone helpline "violence against women"

The "Gewalt gegen Frauen" (Violence against women) helpline provides counselling for affected women everywhere in Germany. It provides information and, if needed, can put you in contact with suitable support organisations in your area. The (female) counsellors on this helpline provide advice for all forms of violence against women. Counselling is available in many languages with the help of interpreters.

08000/116016

# Emergency hotline for pregnant women facing a crisis

Working group "Mutter-Kind-Gesundheit" (Mother-Child Health) <u>0173/2704000</u> <sup>™</sup>Weekdays from 9:00 a.m. - 12:00 p.m. and from 2:00 p.m. - 4:00 p.m.

# **Breast cancer screening**

Multilingual information on breast cancer screening is provided by Pink Ribbon.

This free <u>breastcare app</u> provides regular reminders about breast palpation and necessary medical check-ups. Abnormalities and changes can be recorded in the notebook. Certified breast centres in the vicinity are displayed for optimal medical care. The app is available in seven languages (German, English, French, Spanish, Turkish, Arabic and Farsi) and is available for <u>IOS</u> and <u>Android</u>.

Instructions for breast palpation in different languages:





<u>German</u>

English

<u>Arabic</u>

<u>Farsi</u>

<u>French</u>

**Spanish** 

<u>Turkish</u>

#### Counselling in parenting, couples and life issues

In Brüggen, Grefrath, Nettetal, Niederkrüchten, Schwalmtal and the City of Viersen:

Viersen Protestant Counselling Centre Hauptstraße 120, 41747 Viersen diakonie-krefeld-viersen.de

<u>02162/15030</u>

 beratungsstelle-vie@diakonie-krefeld-viersen.de

In Kempen, Tönisvorst and Willich:

Krefeld Protestant Counselling Centre

Dreikönigsstraße 48, 47799 Krefeld diakonie-krefeld-viersen.de 02151/3632070 eb-krefeld@diakonie-krefeld-viersen.de

#### Vaccinations

Because of vaccinations, some diseases no longer exist in Germany, or only rarely. Nevertheless, it is important to be immunised so that you don't get sick yourself and spread diseases.

The best person to advise you on which vaccinations you need is your doctor.

#### How do vaccinations work?

During a vaccination, the body is specifically brought into contact with pathogens. These pathogens can no longer cause disease, but stimulate the immune system to produce its own defence substances.

The same thing happens in the body during vaccination as in the case of a natural disease: the body's own immune defence reacts by producing antibodies that later protect against the infectious disease in question. Certain vaccinations must be refreshed from time to time in order not to lose protection. (from Kassenärztliche Bundesvereinigung: Vaccinations - Questions and answers)

# Further information for download





Information on vaccinations for children and adolescents can be found here

The currently recommended vaccinations can be found in the Robert Koch Institute's <u>vaccination</u> <u>calendar</u> in 20 different languages.

#### Flight and trauma

After a long, arduous journey from your home country, you may not be feeling well. Perhaps you have lost loved ones or had to endure physical pain. You may now be in a reasonably safe environment and can find some peace and quiet. Perhaps your soul will now come forward with one of the following questions:

- · How can I go on living with my worries / my memories of stressful things?
- How can I continue to live with the current news from my home country?
- How can I continue to live with my homesickness for those who have stayed behind?

#### What can I do in the event of trauma?

Therapy is probably the best way to overcome trauma in the long term. A counselling centre or a doctor can provide you with more information about therapy options.

Unfortunately, professional therapy often involves a waiting period.

#### Immediate online help with Refugee Trauma Help

Online emergency help from Refugee Trauma Help can help to bridge the waiting time for professional therapy that may be necessary.

Refugee Trauma Help: refugee-trauma.help

 $\bigcirc$ Refugee Trauma Help is also of interest to refugee support groups. There they can find information on how they can support refugees with trauma.

#### Psychosocial Centre Mönchengladbach (PSZ)

The Mönchengladbach Psychosocial Centre offers professional counselling and therapy.

There you can talk about your experiences, fears and worries. The centre will also help you with questions about your asylum procedure. The PSZ offers counselling in many languages through interpreters.

Odenkirchener Str. 7, 41236 Mönchengladbach

<u>02166 130 9766</u>

@psz@skm-ry.de

Registration forms in various languages can be downloaded:

<u>German</u>

**English** 





#### <u>Arabic</u>

#### Care

# Entitlement to long-term care in Germany

Anyone with statutory health insurance in Germany automatically has long-term care insurance. Long-term care insurance is there to cover the costs of caring for a person in need of care. To this end, it is checked whether and how a person is in need of care.

Who is in need of care is defined in a law (§15 SGB XI). It states that a person is only in need of long-term care if certain characteristics of a need for long-term care are fulfilled for at least 6 months. An example of this is: You or one of your relatives has had an accident and now needs support with care or everyday tasks for at least 6 months.

Care insurance can be used to employ a carer for this period. To do this, you or your relative must submit an application for the need for care.

#### The application for the need for care

The application for the need for long-term care is submitted via the long-term care insurance. You or your relatives can submit the application independently. To do this, you or your relatives call the health insurance company and ask to speak to the long-term care insurance fund.

As soon as the application has been received by the long-term care insurance fund, the long-term care insurance fund will commission the Medical Service. The Medical Service is there to determine the need for care. To do this, the Medical Service will arrange an appointment with you or your relatives. The Medical Service staff will then visit you or your relatives at home. They will ask questions to find out your current state of health. It is an unfamiliar situation and this can cause anxiety. Ask a trusted person if they can accompany you or your relative to the appointment.

# The care level awarded

As soon as the medical service has all the documents, the application for the need for care will be analysed. You or your relatives will receive the result in a letter. The health insurance company will also receive the result by letter. If the letter confirms a need for care, a care degree will be awarded.

A care level describes how much care you or your relatives need. There are a total of five care levels, which build on each other. Care level 1 means slightly in need of care and care level 5 means severely in need of care. Depending on the care level, the care insurance pays a fixed amount for care. You or your relatives decide who should provide the care.

Choose between professional care (care services) or a person from your family or circle of friends. If you or a relative takes on the care, the care insurance fund will pay a contribution to the person receiving care. The amount from the care insurance fund can be used to pay the carer. The care services are paid directly by the care insurance.

If you or your relatives have any questions about counselling in old age and the need for care, please contact us. Further information can be found on the Viersen district website or directly <u>here.</u>





Information on care services is available in the following flyer in 18 languages:

Arabic.pdf Bulgarian.pdf German.pdf English.pdf Farsi.pdf French.pdf Greek.pdf Italian.pdf Croatian.pdf Kurmanji.pdf Polish.pdf Portuguese.pdf Romanian.pdf Russian.pdf Sorani.pdf Spanish.pdf Turkish.pdf Ukrainian.pdf

#### Long-term care insurance

If you have statutory health insurance, you are automatically covered by long-term care insurance. You can find more information about health insurance <u>here</u>.

If you have private health insurance, you also need private long-term care insurance.

Long-term care insurance helps you if you are no longer able to wash, shop or do the housework on your own for a long time - for example, because your body or head can no longer cope.

How much help you receive depends on how difficult and how long you need help. To this end, an assessment is made of how well you can still cope with everyday life on your own. This is called a care assessment. This is carried out by a team from the Medical Service. You can find more information about this <u>here</u> in several languages.

Depending on how much help you need, you will be given a care level. With this level of care, you will then receive certain assistance from the long-term care insurance. A <u>list of the</u> <u>assistance</u> is also available in several languages.

You can find more information on care and care insurance at the Federal Ministry of Health.

If you need help or care, you can speak to an advice centre free of charge. They will help you.

#### 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: <a href="https://www.make-it-in-germany.com/">https://www.make-it-in-germany.com/</a>.
- 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**





**↓**+493028887128
 **♀** Albrechtstraße 26, 10117 Berlin

Help for Ukrainians

