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Ukraine

Help for Ukrainians

Help for people from Ukraine

There is a lot of information and help for people who have come to Germany from Ukraine.

A lot of information is available in Ukrainian.

Important information

- There is a [document](#) in Ukrainian that explains what refugees should know (as of 17.03.2022).
- The [school system](#) in Rhineland-Palatinate is also explained in Ukrainian.
- Information from the [state of Rhineland-Palatinate](#) and [Germany4Ukraine](#) is available on websites.
- There is also a [checklist](#) in Ukrainian for helpers.

Help with work and money

The Federal Employment Agency has information for people from Ukraine

[Info Ukraine Federal Employment Agency](#)

Info-Hotline Ukraine

 [0800 9900660](tel:08009900660)

 Times:

- Every day: 8:00 - 18:00
- Saturday: 9:00 - 14:00



0800 9900 660
Kostenlose Hotline für Fragen von Helfenden und Geflüchteten
Mo-Fr 8-18 Uhr, Sa 9-14 Uhr
www.ukraine.rlp.de

Безкоштовна гаряча лінія для питань, пов'язаних з біженцями
пн-пт з 8:00 до 18:00, сб з 9:00 до 14:00
Безкоштовна гаряча лінія для запитань про пошук роботи та біженців
пн-пт 8-18 ч, сб 9-14 ч

Online counselling in Alzey

There is an online counselling service in the district of Alzey-Worms.
You can write or speak there in Ukrainian, Russian or German.

This is how it works:

1. Download the [Mbeon](#) app to your mobile phone
2. Log in
3. Search for: [Mr Zsigo, Alzey RLP](#)

You get there:

- Answers to important questions
- Help with filling out paperwork
- Personal counselling

You can also send voice messages in Ukrainian.

Information for women There are flyers for women on the run in Ukrainian, German and English.

[Ukraine Flyer UA](#)

[Ukraine Flyer DE](#)

[Ukraine Flyer EN](#)


Help for people with disabilities or care needs

There is an extra help centre for people from Ukraine who are ill, have a disability or need care.

It helps

- find suitable help
- get important information

 [030 85404789](tel:03085404789)

 9:00 - 17:00

 [website](#)

Rights and obligations

There is a [leaflet](#) in Ukrainian that explains

- what rights you have
- what you have to consider

Urgently looking for translators for Ukrainian and other languages in the Alzey-Worms district

Translating and helping in the district of Alzey-Worms

We are delighted that you are interested in helping with translating. Since 2019, there has been a group of people in the district of Alzey-Worms who help others to translate. These people are specially trained for this.

The translators help, for example

- in kindergarten
- at school
- at public offices
- at counselling centres
- at the doctor

They receive money for translating:

- 20 euros for one hour
- 10 euros for every additional half hour

This project is carried out together with an organisation from Mainz. It is supported by the state of Rhineland-Palatinate.

Participate as a translator

Anyone who would like to help translate can contact

- the integration officer in the district of Alzey-Worms
- or at the "Arbeit und Leben" organisation in Mainz

There you can get further information and help.

A new **free online qualification** for those interested is a course that shows how to translate well. The access details for the course are: <https://forms.gle/wUGHHmFT5LdF4Cz5>

In the online course "How to conduct an interpreting interview", you will learn how to conduct every interview with confidence from start to finish. You will learn what you should pay attention to during the conversation. You will also discover interpreting techniques that will give you more confidence.

Contacts:

Work and life:

@anfrage@arbeit-und-leben.de

[06131/1408620](tel:06131/1408620)

Responsible contact person in the district of Alzey-Worms:

Alexandra von Bose, Integration Officer for the district of Alzey-Worms

Alzey-Worms district administration

[Ernst-Ludwig-Straße 36, 55232 Alzey](https://www.alzey-worms.de)

@vonbose.alexandra@alzey-worms.de

[06731/4083121](tel:06731/4083121)

<https://www.alzey-worms.de>

Information sheet for Ukrainian drivers on liability insurance in road traffic

Important information for drivers from Ukraine

The Federal Ministry for Digital and Transport says:

- More and more cars from Ukraine are being driven in Germany,
- but some cars do not have car insurance.

This is not permitted and can cause trouble.

That is why there is an information sheet.

It explains what drivers from Ukraine need to know.

The Federal Ministry for Digital and Economic Affairs and Transport refers to the leaflet "[Information for Ukrainian drivers](#)". The reason: more and more Ukrainian cars are being registered in Germany without third-party liability insurance.

Where can I find the information sheet?


The federal state of Rhineland-Palatinate publishes the information sheet on the Internet. You can download it free of charge from the website

 ukraine.rlp.de

Helpline Ukraine - Telephone counselling especially for children, young people, parents and relatives

The [Helpline Ukraine](#) is a free counselling service. It is organised by the Federal Ministry for Family Affairs, Nummer gegen Kummer e.V. and Deutsche Telekom. The help is aimed at refugee children, young people and parents from Ukraine.

The counselling is confidential. Counselling is provided in Ukrainian and Russian. The counsellors support children, young people, parents and other relatives with current concerns and questions.

The hotline can be reached at  [08005002250](tel:08005002250). The hours are Monday to Friday from 2 to 5 pm.

Welcome to the district of Alzey-Worms

Greeting from District Administrator Heiko Sippel



Welcome to the district of Alzey-Worms

You have recently moved to Germany from another country. Now you are looking for orientation. Who can help you? Where can you find suitable offers? What do you do if you don't speak German well yet? How does everyday life work? What services can you use? Where can you get help quickly? How do you live in Germany? What is expected of you? How do you find your way in society?

This everyday guide for the district of Alzey-Worms will help you with these questions.

The Alzey-Worms district administration provides you with the Integreat app free of charge. The app helps immigrants. It also helps full-time and voluntary helpers.

The Integreat app contains important information about the district of Alzey-Worms. It provides information on local offers and on the internet. You will also find basic political information. There are also everyday aids and references to important documents. The content is regularly checked and updated.

The app is available in nine languages. You can simply select the language.

You can also find these offers online:

- Apprenticeship radar with open apprenticeships in the district of Alzey-Worms
- IHK apprenticeship exchange
- IHK internship exchange

There is also a calendar of events. It lists current dates and events in the district of Alzey-Worms.

The Integreat app is constantly being expanded and improved. It should always be up to date. We welcome your comments and suggestions.

If you have any questions, the integration officer of the district of Alzey-Worms, Alexandra von Bose, will be happy to help you.

Please send an e-mail to: vonbose.alexandra@alzey-worms.de.

Please make other people aware of the Integreat app in your network. Please also tell other people about the Integreat app.

Share the app with friends, family or colleagues.

Thank you very much!

Heiko Sippel



District Administrator

Note on use: We have compiled this information with the utmost care. Nevertheless, errors may occur. If you notice anything, please let us know. At the same time, we would like to point out that the contents of this app do not constitute a legal claim to services or offers. The

decisions of the authorities or courts are authoritative.

About Integreat

Integreat is a guide intended to help you with everyday life in Germany. It gives you important addresses and points of contact, as well as tips and tricks that can help you find your way around.

This guide has several chapters. Each section deals with a different subject. For example, you will find information on doctors, schools, German courses and other institutions. There is also a chapter with ideas on what you can do in your spare time. The information and leisure activities change. Your community will update them regularly. So it's a good idea to keep checking your mobile app. This will keep you up to date with the latest activities and events. You can trust that the information in Integreat is reliable.

Download Integreat from your [app store](#). 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.

Sharing information

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

Latest news

You can also receive push notifications with the Integreat smartphone app. You can agree to receive this in the app settings. Important or last-minute information is sent to you via push notifications.

Feedback

You can contribute to the further development of the Integreat app in your municipality. You can give feedback using the smiley symbols. This information is fed back to the people who create the content. You can praise or criticise. For ideas or criticism, write down as many details as possible. Read aloud function

The content of the Integreat app can also be read aloud. To do this, you will need to switch on the read aloud setting by going to your smartphone's settings. This works in all languages.

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

Sign language

[Here](#) you can find an introduction to Integreat in sign language.

Important offices and their tasks

Social Welfare Office (Sozialamt)

The tasks of the Social Welfare Office (Sozialamt) include the provision of social assistance.

This includes the following services:

- Basic income support for the elderly and in the event of reduced earning capacity
- Help with care
- Help with living costs
- Integration assistance for disabled people
- Help in overcoming particular social difficulties
- Health support
- Help in other life situations

The services provided by the "Sozialamt" (Social Welfare Office) also include appropriate advice and support.

At the Social Welfare Office (Sozialamt), you will be asked about your financial situation (for example, whether you have valuables such as jewellery or money). You will sign some documents and statements. Please bring all your papers and all the persons named on your temporary residence permit (Aufenthaltsgestattung) to this appointment.


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

The Social Welfare Office is also your point of contact for the following topics:

- Vouchers for baby products and for your child's school supplies
- Money for train tickets to interview appointments
- Medical certificates, approval for operations and other medical procedures
- Educational and participation package (BuT)
- Refugee integration activities
- Activities and employment programme
- Applications for relocation, waiving of the residence requirement

Contact

 [Ernst-Ludwig-Straße 36, 55232 Alzey](#)

 [0673140884444](tel:0673140884444)

Opening hours

Monday to Friday 08:00 am - 12:00 pm Monday and Tuesday 2:00 pm - 4:00 pm Thursday
2:00 pm - 6:00 pm

Directions

You will find the department on the 2nd floor of the main building, Ernst-Ludwig-Straße 36 .

Public Health Department (Gesundheitsamt)

The Public Health Department forms part of Germany's healthcare system. One of its jobs, for example, is to protect the public from infectious diseases. And to promote good hygiene in organisations. These can be hospitals and care providers. Or restaurants and cafés. Would


you like to work in a restaurant? Then you will need to be trained in how to prevent infections. But the Public Health Department has other responsibilities too. It gives advice on AIDS. And it focuses on medical services. It visits schools to provide information about how to prevent diseases. And it informs the general public about health risks.


Alzey-Worms Health Department

The Health Department for the District of Alzey-Worms carries out **school admissions examinations** and **initial medical examinations upon admission**. The Health Department also helps in the case of mental health problems. The Health Department also provides various advisory services if you or your relatives are suffering from or have contracted infectious diseases. You can also access vaccination or AIDS advice at the Health Department. The Health Department is represented at two locations:


Alzey:

 [An der Hexenbleiche 34, 55232 Alzey](#)

 [06731/4087038](tel:067314087038) or [06731/4087039](tel:067314087039)


 [06731/40887039](tel:0673140887039)


 [@gesundheitsamt@alzey-worms.de](mailto:gesundheitsamt@alzey-worms.de)

 Monday - Friday 08:00 am - 12:00 pm Monday + Tuesday 2:00 pm - 4:00 pm Thursday 2:00 pm - 6:00 pm

Worms:

 [Bahnhofstraße 46, 67547 Worms](#)

 [06731/4087038](tel:067314087038) or [06731/4087039](tel:067314087039)

 [06731/4086555](tel:067314086555)

 [@gesundheitsamt@alzey-worms.de](mailto:gesundheitsamt@alzey-worms.de)

 Opening hours by appointment only

Jugendamt

Help for children, young people and parents

Children's rights exist in Germany.
This means that children should be treated well and feel safe.

There is an office called the Youth Welfare Office.
The youth welfare office helps parents to bring up their children well.
Children and young people can also go there themselves or call if they have worries or problems.
It doesn't cost any money.

What does the youth welfare office do?

The Youth Welfare Office helps with these things, for example:

- It helps children and young people to develop well
- It advises parents if they have questions about parenting
- It ensures that children and young people are protected
- It helps families so that they can live well

- It helps when someone is treated unfairly

When a baby is born

When a baby is born, the youth welfare office comes to visit after a few weeks. They introduce themselves and bring a folder with lots of information and services for the child and the family.

Important to know


Children and young people who have come from another country without parents also receive help from the Youth Welfare Office.


Contact the Youth Welfare Office

 [An der Hexenbleiche 34, 55232 Alzey](#)

 [0673140884444](tel:0673140884444)

 Monday to Friday: 08:00 - 12:00


 Monday & Tuesday: 14:00 - 16:00


 Thursday: 14:00 - 18:00

The Youth Welfare Office is located in the Hexenbleiche 34 building.
For some extra topics the building Hexenbleiche 36 (1st floor) is responsible.

Job Centre Alzey-Worms

Are you unemployed? Do you need help? The Job Centre provides financial support. It also helps you find work and get qualifications. That depends on your individual needs. The Job Centre makes it possible for you to take a language course, for example. It can help you get career guidance. Or it can help you get recognition for your educational qualifications. Would you like to work? Then you can find information and get advice here: [Access to the Job Market](#).

 The Job Centre staff are not allowed to pass on information about clients. Do you have a volunteer accompanying you? Then you need to give them power of attorney. This must be completed in full and signed by both parties.

 Is your asylum process still ongoing? Or has your application been rejected? Then the [employment agency](#) is responsible for answering questions pertaining to employment support.

Steps to take after a positive decision

The Federal Office for Migration and Refugees (BAMF) has given you a positive decision. That means your asylum application has been successful. You are recognised as entitled to asylum. Or you have been granted protection as a refugee. Here are the next steps you need to take:

1. Personal visit

- You must go to the Jobcenter during opening hours
- You will be registered as a client there
- Your background will be registered

- A consultation appointment will be made with the “Leistungsabteilung” (benefits department) An appointment will be made with the “Arbeitsvermittlung” (employment service)
- You will be registered as a jobseeker

2. Benefits department

Important: There is no consultation without an appointment.


- You can apply for benefits. To do this, you need an appointment. The person responsible for you can help with this.


3. Employment agency

- **Important:** There is no consultation without an appointment.
- Have you already attended an integration course? Bring your certificate with you. Otherwise, bring your “Verpflichtung” (obligation statement) with you.
- Do you have documents about school attendance or training? Do you have work references? Have your foreign qualifications been recognised? Bring them with you.
- Tell us about the special skills you possess (your trade, language skills etc.).
- Before the appointment, think about which area of work you are interested in.

Job Centre Alzey-Worms

 [Bleichstr. 6-8, 55232 Alzey](#)

 Monday - Friday 08:00a m - 12:00 pm Monday + Tuesday 2:00 pm - 4:00 pm Thursday 2:00 pm - 6:00 pm

 Consultations by appointment only

 [067319507760](tel:067319507760), [067319507555](tel:067319507555)

 [@jobcenter-Alzey-Worms@jobcenter-ge.de](mailto:jobcenter-Alzey-Worms@jobcenter-ge.de)

Agentur für Arbeit (Employment Agency)


The Employment Agency (Agentur für Arbeit) is your most important point of contact regarding employment. If you are looking for a job or for help choosing a career in Germany, or need your qualifications recognised, etc., you should contact the Employment Agency (Agentur für Arbeit).

If your asylum procedure is still under way (Aufenthaltsgestattung) or if you have exception leave to remain (Duldung), then the Employment Agency is your contact for questions about the transition from school to work (career advice), job placements and advice on further vocational training and employer advice (Arbeitgeber-Service).

Have you been recognised? Then the [Job Centre](#) is your point of contact for counselling and job placements.

Contact:


 [Galgenwiesenweg 29, 55232 Alzey](#)

 Wednesday: 08:00 am - 12:00 pm, Thursday: 08:00 - 12:00

 [06131248777](tel:06131248777) (Local number)

 Alzey@arbeitsagentur.de

 [08004555500](tel:08004555500) (employees) *

 [08004555520](tel:08004555520) (employers) *

*Monday - Friday: 08:00 am - 6:00 pm

Calls are free-of-charge

Ausländerbehörde (Einwohneramt/Einwohnermeldeamt)

Living in Germany - important papers

When people come to Germany from another country and want to live here, they need a special document.

This document is called a residence permit.

It shows: This person is authorised to stay in Germany.

To obtain this document, you first go to the Alzey-Worms district immigration office.

What does the Aliens' Registration Office do?

The Foreigners' Registration Office helps with many important things, for example

- it extends important identity cards
- it issues work permits
- it registers where you live
- it issues permits for travelling
- issues new residence papers

If the asylum procedure goes well

If the Federal Office for Migration and Refugees says: "You may stay in Germany",

then you can apply for an electronic residence permit.

This is a small plastic card, similar to an identity card.

How to get the residence permit

(1) Submit an application

You can:

- make the application on the computer (online) or
- fill out a form and send it by post

It is important to bring a translator with you if you do not yet speak German well.

(2) Get an appointment

After some time, the immigration office will send you

- a letter with an appointment
- a list of all the papers you need to bring with you

Important:

1. You should ask for a transition document.
2. You will need this for the job centre, for example.

(3) Pick up your card


When everything is ready, you will receive another letter.
You can then collect your residence card.

Contact:

Main building

 [Ernst-Ludwig-Straße 36, 55232 Alzey](#)

 0 6731408 84444

 Monday to Friday 08:00 - 12:00, Monday and Tuesday 14:00 - 16:00, Thursday 14:00 - 18:00

How to find us

You will find the department in the basement of the main building, Ernst-Ludwig-Straße 36.

Standesamt

What does the registry office do?

The registry office takes care of important things in people's lives.


When a baby is born, the parents have to go to the registry office and say: "Our child is here!"
If two people want to get married, they also register at the registry office.

What the registry office does

The registry office:

- records when a baby is born
- records when a person has died
- organises weddings
- takes care of registered partnerships
- accepts church resignations
- helps when someone wants to change their name
- issues important documents, for example
 1. birth certificates
 2. marriage certificates
 3. death certificates

Where is the registry office?

 The registry office is usually in the town hall or in the office of the town or municipality in

which you live.

General information on counselling

Help in the district of Alzey-Worms

There are many places in the district of Alzey-Worms that help and advise people.

They help with:

- Questions about staying in Germany
- Papers and public offices
- School, learning and German courses

Each person receives personalised help.

Help from volunteers

There are also many volunteers.

These are people who:

- help others
- don't get paid for it

This help is very important in Germany. It allows you to make friends and settle in more quickly in Germany.

Further help

On the following pages you will find all the advice centres in the area.

Alzey-Worms district administration

The office for the district works here.

 Internet: www.kreis-alzey-worms.eu

Beirat für Migration und Integration

The Advisory Board for Migration and Integration is committed to promoting good coexistence in the district of Alzey-Worms. All people should have the same opportunities. This applies to people from all countries, cultures and religions.

The advisory board currently consists of one counsellor. She helps migrants in the district of Alzey-Worms.

The counsellor listens. She takes the wishes of people with a history of migration seriously. She talks about them with the district council, the administration and the public. She introduces these topics into political discussions. This is important for good decisions on the

topic of integration.



The councillor also plans projects. In doing so, she works closely with the integration officer. In this way, decisions are better prepared. The work of the advisory board helps to ensure that migrants have a say. They can get involved and help shape things.

Would you like to find out more about the work of the advisory board? Or would you like to receive up-to-date information and dates? Then please contact the office of the Alzey-Worms district administration:

Offer: The advisory board organises many meetings. People from different cultures talk to each other there. All groups in the district and the integration centre receive invitations. There are also regular information meetings on important topics.

Would you like to know more about the work of the advisory board or receive up-to-date information and dates? Then get in touch with the office in the Alzey-Worms district administration:

Gojko, Marina

 [Ernst-Ludwig-Straße 36, 55232 Alzey](#), Room 217
[@gojko.marina@alzey-worms.de](mailto:gojko.marina@alzey-worms.de)
 0 [6731408](tel:067314082151) 2151

Anlaufstelle Café Asyl

Café Asyl Alzey




The Café Asyl helps people who have recently arrived in Germany and who live in the district of Alzey-Worms.

What do they help with?

For example, they help with

- initial questions in Germany
- Everyday matters (e.g. understanding letters)
- Applying for money from the state
- Applications and important papers

You get personal help and is sent on to other help centres if necessary.

Contact  Christian Zeiss  [Schlossgasse 18, 55232 Alzey](#)  [06731-45804](tel:06731-45804) @ Christian.Zeiss@diakonie-rheinessen.de

Verbraucherzentrale

Do you or your family have questions about things like mobile phone contracts, electricity, insurance or the money in your account? Then the Rhineland-Palatinate Consumer Advice Centre can help you.

The consumer advice centre is a place that helps people and is on their side. It will help you if you have problems with companies or don't understand something.

[It](#) also provides information for refugees and for adults who help others.

Unfortunately, you can't go there in person in Alzey-Worms. But you can call or get advice via video.

If you would prefer to speak to someone in person, you can look [online](#) to see where there are counselling centres in your area. You can make an appointment [online](#).

 [Website](#)

Electricity cost check from the Rhineland-Palatinate consumer advice centre:

The consumer advice centre can help you free of charge to check whether your electricity bill is correct.

To do this, send them your last electricity bill and tell them what the electricity meter is currently showing.

The advisors will then take a look:

- whether you are paying too much,
- whether your electricity contract is good,
- and whether your electricity consumption is normal.

For this help, they need a telephone number so that they can call you.

More information is available on the [website of the consumer advice centre](#) or free of charge by calling

 [08006075700](tel:08006075700).

Caritas Centre Alzey and Worms

Help from Caritas Do you need help or would you like to learn something?


Would you like to talk to other people or do something together?

Caritas can help you. There are three places where you can find Caritas in the district of Alzey-Worms: **Alzey, in Wörrstadt** and in **Osthofen**.

Address:

 [Obermarkt 25, 55232 Alzey](#)


Telephone:

 [06731-941597](tel:06731-941597)

E-mail:

[@info@Caritas-Alzey.de](mailto:info@Caritas-Alzey.de)

Opening hours:

 Monday, Tuesday, Thursday and Friday
from 8:00 to 11:00 a.m.

You can also make an appointment at another time.

 [Website](#)

Specialist centre for migration and integration Osthofen / Wonnegau - Caritasverband Worms e.V.

Many helpers work here.


Please register in advance if you would like counselling.

Here you can get help with:

- Problems in the family
- Questions about life
- Questions about pregnancy
- Support when someone needs help

Address:


 [Goldbergstraße 28, 67574 Osthofen](#)

 [+49624148036250](#)


E-mail:

@migration@caritas-worms.de

Open area:

 Monday to Friday from 13:00 to 17:00
[Internet](#) is also available here.


Open counselling:


 Monday to Friday from 11:30 a.m. to 12:30 p.m.
You can simply come and ask questions.

Specialist centre for migration and integration in Wörrstadt**Address:**

 [Obere Schulstraße 16 55286 Wörrstadt](#)

Phone:

 [+49 624148036258](#)

 [+49 171 2672159](#)

e-mail:

@migration-woerrstadt@caritas-worms.de

CJD Rhein-Pfalz, Alzey site

Help and courses for refugees

Here you can get help to learn and find a job.

The adults will look at what you are good at and help you to find work or an apprenticeship.


You can:

- Learn German
- Practise reading and writing
- Get help for the start of your professional life
- Prepare yourself for a job

The programme is for teenagers and young adults up to the age of 25.

 H.Braun

 [Speissgasse 76, 55232 Alzey](#)

 0 [6731496](tel:6731496) 10

 [@cjd.alzey@cjd.de](mailto:cjd.alzey@cjd.de)

Diakonisches Werk Worms-Alzey

Help for families and children

There are many people here who help families, children and young people.

You can talk to someone if you have worries.


There are also clothes if someone needs them.

They help:

- Parents, children and young people
- Pregnant women and families
- People arriving from other countries
- People with problems such as addiction
- Families who need support


Appointments:

You can call and make an appointment.

 [0673195030](tel:0673195030)

Help with violence at home

If someone is afraid or experiencing violence at home, help is available here.


 [06731996815](tel:06731996815)


(Appointment by arrangement)


Regional management Alzey:  Sandra Körbes

Head of Child and Youth Welfare

Diakonisches Werk Rheinhessen

 [Schloßgasse 12, 55232 Alzey](#)

 [06731996812](tel:06731996812)

 sandra.koerbes@diakonie-rhein Hessen.de


 [Website](#)

Multi-generational house - House of the family Alzey

Help and offers for everyone

Here you can do lots of things and meet new people:

- Learn German
- International breakfast (have breakfast together and make new friends)
- Monday counselling café (talk to someone if you have any questions)
- And much more - you can see everything on the website.

 [Schlossgasse 13, 55232 Alzey](#)

 [06731-9009652](tel:06731-9009652)

 mgh-alzey@dwwa.de

 [Website](#)

Migration counselling for adult immigrants (MBE) in Alzey

Help for people who are new to Germany

The migration counselling service helps people who have recently arrived in Germany. They receive personalised help and someone is there to answer their questions.

In the district of Alzey-Worms, there is a centre that helps adults:

Förderinitiative Donnersberg e.V.

This organisation is in Alzey.


Various people work there to help:

 [Antoniterstraße 66, 55232 Alzey](#)

Management:

If you need help, you can call or write to them.

You can make an appointment in advance.


 Silvia Giehl: Rehabilitation


 [015732590495](tel:015732590495)

 info@fid-donnersberg.de

She organises courses for people who are new here.


 Julia Kirsch: Migration counselling

 a-z-mbe@fid-donnersberg.de

 [063719472001](tel:063719472001)

She helps adults who come from another country.

 Lucie Azimi: Migration counselling, specialist migration service

 m-fd-az@fid-donnersberg.de

☎ [0 6731947 2002](tel:067319472002)

☎ [015732402798](tel:015732402798)

She counsels people and helps with many important questions.

There are also special courses in which new arrivals learn how life in Germany works. There is a special centre for this.

Coordination centre for initial orientation courses for asylum seekers (EoK)

👤 Silvia Giehl

@e ok-pl@fid-donnensberg.de

☎ [0 6731947 2003](tel:067319472003)

☎ [015732590495](tel:015732590495)

Administrative centre for initial orientation courses (EOK)

@e ok-verw@fid-donnensberg.de

☎ [067319472001](tel:067319472001) or [067319472003](tel:067319472003)

🌐 [Website](#)

Appointments by arrangement

Migration counselling for adult immigrants (MBE) in Osthofen

People from different countries live together. They all have different cultures and customs. We want to help everyone get along well and feel at home here.

There are many programmes to do this:

- Talks and meetings to get to know each other
- Learning and joint activities
- Festivals and events
- Art and special courses about other cultures

We help people who are new here. For example with

- looking for work
- learning the German language
- Questions about money and help from the state
- Questions about asylum and important rules

So that everyone feels welcome and lives well together

📍 [Goldbergstraße 28, 67574 Osthofen](#)

☎ [0 6242246 0](tel:062422460)

@ migration@caritas-worms.de

🌐 [Website](#)

Social counselling for refugees and volunteer support

Help for people in Wörrstadt

Caritas Worms helps people in the municipality of Wörrstadt.
The office is in a school. People from other countries receive help there.

Living well together

Many people have different cultures and customs.
We want to help everyone live together in a friendly way and feel at home here.

That's what we do:






- Talks and counselling
- Learning and education
- Meetings and parties
- Courses about other cultures
- Art and joint activities

Help for refugees

Refugees receive support in their everyday lives.
People who want to help voluntarily are also supported.

Many citizens help on a voluntary basis.
They offer courses or help in person.
You can also help if you want - just get in touch.

Contact:

 [Obere Schulstrasse 16, 55286 Wörrstadt](#)
 [01712672159](tel:01712672159)
 [@migration-woerrstadt@caritas-worms.de](mailto:migration-woerrstadt@caritas-worms.de)
 [Website](#)
 Consultation hours Wednesday: 9.00 - 13.00 hrs


Volunteers and other support services

General information on volunteering and offers of help

The district of Alzey-Worms will not only help you via the authorities. Other organisations will also support you. These include welfare organisations, churches and people who are privately involved. They will help you to settle into your community.


There are volunteers in all regions of the district. They want to help and are there to support you. The help ranges from support in everyday life to German courses and speaking exercises.

Parents from other cultural backgrounds can find information on childcare in this app. The information can be found on the "[Offers for families](#)" page. It is available in German, English, French, Arabic and Farsi.

 Anyone who would like to help others is welcome to get in touch. Tasks: Translate and accompany.

Info under:

 Alexandra von Bose

 [+49 67314083121](tel:+4967314083121)

@vonbose.alexandra@alzey-worms.de

New: Online course for volunteer interpreters

We want everyone in the district to be able to understand everything. That is why we are looking for volunteers. They help immigrants and translate conversations.

We offer a free online training course for this purpose. You can register here:

<https://forms.gle/wUGHHmFT5LdF4Cz5>

In the online course, you will learn how to translate conversations confidently, clearly and comprehensibly - from start to finish.

What you'll learn in the course:

How to conduct a preliminary conversation

How to start a conversation

What is important when translating

How to remain neutral


How to translate safely

At the end you will receive a certificate of attendance. You can then register as a volunteer interpreter with:

Integrationsbeauftragte - Kreisverwaltung Alzey-Worms


 [Ernst-Ludwig-Straße 36, 55232 Alzey](#)

@vonbose.alexandra@alzey-worms.de

 [+49 67314083121](tel:+4967314083121)

 <https://www.alzey-worms.de>

Café Asyl Alzey

 [Schlossgasse 18, 55232 Alzey](#)


@Christian.Zeiss@diakonie-rheinessen.de

 [+49 673145804](tel:+49673145804)

Lucie Azimi | Migrationsberatung

 [Antoniterstraße 66, 55232 Alzey](#)

@mfd-az@fid-donnensberg.de

 [+49 67319472001](tel:+4967319472001)

 [+49 15732402798](tel:+4915732402798)

 <https://www.fid-donnertsberg.de/2015/html/fluechtl...>

Weißer Ring e.V. Help for victims of crime and violence

WEISSER RING - Help after bad experiences

WEISSE RING helps people to whom something bad has happened, for example violence or a crime.

There are also people in the Alzey-Worms district who volunteer to help.

They are well trained and know how to help others in difficult moments.

What do they do?

The helpers:

- listen
- comfort
- take their time
- help personally

They can:

- go with you to the police
- go to court with you
- organise help from lawyers or doctors

Help with money

Sometimes they also help with money if someone urgently needs help after a bad experience.

Contact:

WEISSER RING e.V.

Branch office district Alzey - Worms

 0 [1623343](tel:1623343) 103

[@alzey-worms@mail.weisser-ring.de](mailto:alzey-worms@mail.weisser-ring.de)

Cafe Welcome in Wörrstadt

Help and support

There is help and dialogue here.

People can come if they have questions or need support.

When?

Thursday

- ☑ from 10:00 to 12:00
- ☑ and from 16:00 to 18:00

Who helps?

👤 Christian Schnabel

Where?

Protestant parish hall

📍 [Hermannstraße 45, 55286 Wörrstadt](#)

Contact:

☎ Phone: +49 159 05896969

@ cafewillkommen-woerrstadt@web.de

WIW Welcome to Wöllstein

Welcome to Wöllstein

This is a place where people can get to know each other and get help.

What is there?

You can:

- go to the meeting café
- get clothes
- learn and practise
- play (play mobile)
- repair bicycles
- talk to a social worker

Contact us

📍 [Ernst-Ludwig-Straße 4, 55597 Wöllstein](#)

☎ 017631698385

@ mail@willkommeninwoellstein.de

📄 [flyer](#)

Just drop by

Central coordinating bodies

Integration Officer for the District of Alzey-Worms

Tasks of the Integration Officer

The Integration Officer is employed by the district administration of Alzey-Worms. They work on concepts and projects to support the integration of immigrants, migrants and refugees.

Integration in the District of Alzey-Worms means diversity above all else! This reflects the diversity of cultures and the diversity of lifestyles that we encounter in the District of Alzey-Worms. The work done by the Integration Officer is based on the contents of the Rhineland-Palatinate's guiding principles for integration and is seen as a task for society as a whole. The thematic content of integration work covers all aspects of everyday life:


- Language
- Participation and sharing
- Education from the outset
- Health and access to the health system
- Access to the labour market and training
- Volunteering and voluntary support for immigrants
- Networking with integration services


The Integration Officer therefore works closely with other institutions in the district, for example with the Advisory Committee for Migration and Integration, the Equal Opportunities Officer and the Job Centre. The Integration Officer is also involved in projects carried out by the network partners of the specialised integration services.

You can reach the District Integration Officer at the following address:


District Administration Alzey-Worms

Alexandra von Bose - Integration Officer

 [Ernst-Ludwig Straße 36, 55232 Alzey](#) - Room 312

 [067314083121](tel:067314083121)

 [@vonbose.alexandra@alzey-worms.de](mailto:vonbose.alexandra@alzey-worms.de)

 Office hours in Alzey: Monday and Tuesday: 9:00 am - 4:00 pm

Advisory Committee for Migration and Integration

The Committee for Migration and Integration is responsible for promoting and ensuring that community members from different cultural backgrounds and of different nationalities and religions are treated as equals. The committee voices the concerns of immigrants living in the District of Alzey Worms and represents them before the district assembly, the district administration and the general public. The Advisory Committee for Migration and Integration can have a say in municipal policy decisions affecting migration and integration, carry out projects, and influence these decisions. As such, it acts as an important facilitator for immigrants which allows them to participate in politics and social life.

Services: The Advisory Committee for Migration and Integration promotes dialogue between cultures at numerous events to which all migrant organisations from our district and the district's integration office are always invited. Information events on various topics are also run on an ongoing basis.

Are you interested in the work and tasks of the Advisory Committee for Migration and Integration? Would you like to receive regular information about current topics and events? Then please contact the office of the Advisory Committee for Migration and Integration at the Alzey Worms District Administration:

Gojko, Marina

@gojko.marina@alzey-worms.de
[Room 215, District Administration Alzey - Worms](#)
[067314082151](tel:067314082151)

Equal Opportunities Officer

Migrants and recognised refugees

The professional integration of migrants continues to be of increasing importance not only in terms of social policy, but also in terms of labour market policy. The Alzey-Worms Job Centre provides this target group with advice on language qualifications in addition to general funding opportunities:

Language qualifications:

- General integration courses funded by the Federal Office for Migration and Refugees (BAMF)
- Job-specific language courses funded by the European Social Fund (ESF)
- Promotion of language courses to B2 level in accordance with the new German Language Promotion Ordinance (DeuFöV)
- Low-threshold language support
- Youth migration courses and literacy courses

Other funding opportunities:

- Advice on the recognition of vocational qualifications under the Vocational Qualifications Assessment Act (BQFG)

The contact person is Ms Kerstin Adjalian, who acts as the Equal Opportunities Officer for the labour market and the Immigration Officer for the Alzey-Worms Job Centre.

Ms Adjalian supports placement specialists with the process of recognising vocations and trains them to provide advice on the topic of "intercultural competence". Together with Alexandra v. Bose, the Integration Officer for the District of Alzey-Worms, the Immigration Officer organises and takes part in information events for volunteers in the "SKEFF - Forum for Volunteers in the Social Support of Refugees" network. She is also responsible for cooperation with various network partners in the area of immigration at local and regional levels.

Contact:

Kerstin Adjalian
[067319507383](tel:067319507383)
@jobcenter-Alzey-Worms.BCA@jobcenter-ge.de

Important addresses in the district

Contact persons and services

Help for people who have fled to Germany

When people from other countries come to Germany, they receive support.

What they get

They get help with

- food
- Clothes and shoes
- health care
- Things for the home

If they have to travel to authorities or embassies, the office pays the travelling expenses.


If they earn money or receive money from others, they must tell the office, otherwise they will have to return any money they have received in excess.

Who can help

There are people in the Alzey-Worms district administration who are responsible for different places.

You can get help here, for example with questions about money, accommodation or asylum.

 Stefanie Zimmermann


 [067314082301](tel:067314082301)

Responsible for VG Wonnegau - Asylum and GruSi/HLU: Osthofen only

 Dirk Regner

 [067314082302](tel:067314082302)


Responsible for VG Wonnegau - Asylum and GruSi/HLU: all localities except Osthofen

 Jasmin Vogt


 [067314082292](tel:067314082292)


Responsible for the city of Alzey - Asylum and GruSi/HLU: letters A-H

 Lisa Steinmann

 [067314082271](tel:067314082271)


Responsible for the city of Alzey - GruSi/HLU: letter I - R; Asylum: I - Z

 Simon Flörsch

 [067314082181](tel:067314082181)


Responsible for City of Alzey - GruSi/HLU: letters S - Z and VG Wöllstein - GruSi/HLU: all localities except Wöllstein; Asylum: complete

 Hilde Knieling

 [067314082282](tel:067314082282)


Responsible for VG Wöllstein - GruSi/HLU: only Wöllstein and VG Eich - Asylum and GruSi/HLU: complete

 Marina Gojko


 [067314082171](tel:067314082171)

Responsible for VG Monsheim - Asylum and GruSi/HLU: complete and VG Wörrstadt - Asylum and GruSi/HLU: only village Saulheim

 Susanne Braig

 [067314082161](tel:067314082161)

Responsible for VG Wörrstadt - Asylum and GruSi/HLU: all localities except Saulheim

 Anna-Lena Scheuer

 [067314082191](tel:067314082191)

Responsible for VG Alzey-Land - Asylum and GruSi/HLU: completely

Contact persons in the towns and municipalities

If there are any questions regarding emergency accommodation or the integration of refugees, the employees of the town or municipality are responsible.

City of Alzey

Ernst-Ludwig-Str. 42, 55232 Alzey

 [067314950](tel:067314950)

Contact persons Mr Lang and Mr Haber

VG Alzey-Land

Weinrufstraße 38, 55232 Alzey


 [067314090](tel:067314090)

Contact persons Mr Janosch and Mrs Buschei

- Albig
- Bechenheim
- Bechtolsheim
- Bermersheim v.d. Höhe
- Biebelnheim
- Bornheim
- Dintesheim
- Eppelsheim
- Erbes-Büdesheim
- Esselborn
- Flornborn
- Flonheim
- Framersheim
- Freimersheim
- Gau-Heppenheim
- Gau-Odernheim
- Kettenheim
- Lonsheim
- Mauchenheim
- Nack
- Nieder-Wiesen
- Ober-Flörsheim
- Offenheim
- Wahlheim

VG Wörrstadt

Zum Römergrund 2-6, 55286 Wörrstadt


 [067326010](tel:067326010)

Contact persons Mr Polak and Mr Nikolai

- Armsheim
- Ensheim
- Gabsheim
- Gau-Weinheim
- Partenheim
- Saulheim
- Schornsheim
- Spiesheim
- Sulzheim
- Udenheim
- Vendersheim
- Wallertheim
- Wörrstadt

VG Wonnegau

Wormser Straße 23, 67593 Westhofen


 [0624459080](tel:0624459080)

Contact persons Mr Hofmeister and Mr Renz

- Bechtheim
- Bermersheim
- Dittelheim-Heßloch
- Frettenheim
- Gundersheim
- Gundheim
- Hangen-Weisheim
- Hochborn
- Monzernheim
- Osthofen
- Westhofen

VG Monsheim

Alzeyer Straße 15, 67590 Monsheim


 [0624318090](tel:0624318090)

Contact persons Mrs Hackenschmidt and Mrs Leonhardt

- Flörsheim-Dalsheim
- Hohen-Sülzen
- Mölsheim
- Monsheim
- Mörstadt
- Offstein
- Wachenheim

VG Eich

Main street 26, 67575 Eich

 [06246690](tel:06246690)

Contact Mr Hafke

- Alsheim
- Eich
- Gimbsheim

- Hamm
- Mettenheim

VG Wöllstein

Bahnhofstraße 10, 55597 Wöllstein

☎ [067033020](tel:067033020)

Contact person Mrs Matheis-Grieder

- Eckelsheim
- Gau-Bickelheim
- Gumbsheim
- Siefersheim
- Stein-Bockenheim
- Wendelsheim
- Wöllstein
- Wonsheim

Money and support after 15 months

After 15 months in Germany, the refugees receive more money so that they can live better.

Helping out and working

There are opportunities where refugees can help:

- z.e.g. working in parks or small tasks in the community
- They receive an extra €0.80 per hour in addition to their normal pay

Medical assistance

Refugees receive medical help if they are ill or need medication.

- The sickness benefit pays for acute treatment, vaccinations and check-ups.
- After 15 months, they are registered with a normal health insurance company and then have all the usual benefits.

Persons responsible for health assistance:

Room 233

Mrs Weil

☎ [067314082331](tel:067314082331)

Mrs Reinig

☎ [067314082332](tel:067314082332)

Room 231

Mrs Hemp

☎ [067314082311](tel:067314082311)

Contacting the municipal associations

District of Alzey

Pascal Lang

📍 [Ernst-Ludwig-Str. 42, 55232 Alzey](#)

✉️ [@pascal.lang@alzey.de](mailto:pascal.lang@alzey.de)

☎️ [06731/495665](tel:06731495665)

Municipal Association of Alzey-Land

Sonja Bloß

📍 [Weinrufstraße 38, 55232 Alzey](#)

✉️ [@Bloss.Sonja@alzey-land.de](mailto:Bloss.Sonja@alzey-land.de)

☎️ [06731/409405](tel:06731409405)

Municipal Association of Wörrstadt

Municipal Association for Refugee Aid Wörrstadt

Andrea Rinke-Bachmann

📍 [Zum Römergrund 2-6, 55286 Wörrstadt](#)

✉️ [@fluechtlingshilfe@vg-woerrstadt.de](mailto:fluechtlingshilfe@vg-woerrstadt.de)

☎️ [0171/2672159](tel:01712672159)

Municipal Association of Wöllstein

Ms Mattheis-Grieder

📍 [St. Florianweg 8, 55599 Gau-Bickelheim](#)

✉️ [@o.matheis-grieder@vg-woellstein.org](mailto:o.matheis-grieder@vg-woellstein.org)

☎️ [06703/30223](tel:0670330223)

Monsheim Municipal Association

Kathrin Hackenschmidt

📍 [Alzeier Str. 15, 67590 Monsheim](#)

✉️ [@kathrin.hackenschmidt@vg-monsheim.de](mailto:kathrin.hackenschmidt@vg-monsheim.de)

☎️ [06243/180913](tel:06243180913)

Municipal Association of Eich

Hafke Hans Alf

📍 [Hauptstrasse 26, 67575 Eich](#)

✉️ [@hans.hafke@vg-eich.de](mailto:hans.hafke@vg-eich.de)

☎️ [06246/695](tel:06246695)

Wonnegau Municipal Association

📍 [Am Schneller 3, 67574 Osthofen](#)

Mrs Susanne Kolb

✉️ [@Susanne.kolb@caritas-worms.de](mailto:Susanne.kolb@caritas-worms.de)

Katharina Gutmann

✉️ [@Katharina.gutmann@caritas-worms.de](mailto:Katharina.gutmann@caritas-worms.de)

Julia Martens

[@Julia.martens@caritas-worms.de](mailto:Julia.martens@caritas-worms.de)


Alexandra Heinecker


[@Alexandra.heinecker@caritas-worms.de](mailto:Alexandra.heinecker@caritas-worms.de)

Advisory centres for asylum seekers


Contact point Cafe Asyl: Asylum seekers can contact the Cafe Asyl of the Diakonisches Werk Alzey regarding questions about the asylum process, help with applications to authorities and other questions about life in Germany:


Cafe Asylum

 Schlossgasse 18, 55232 Alzey

 [06731/45804](tel:0673145804)


 [@Christian.Zeiss@diakonie-rheinessen.de](mailto:Christian.Zeiss@diakonie-rheinessen.de)


 Mr Christian Zeiss, Ms Lisa Blumentrath

 Mondays: 9:00 am to 1:00 pm/ 2:00 pm to 5:00 pm Wednesdays and Thursdays: by arrangement

Wörrstadt Municipal Association - Caritas:

Ms Rinke-Bachmann


 [0171-2672159](tel:0171-2672159)


 Office in the Neuborn School in [Wörrstadt, Obere Schulstr. 16](#)

Wonnegau Municipal Association - Caritas:


Office for Migration and Integration

 [Goldbergstraße 28, 67574 Osthofen](#)

 [0159/04256865](tel:015904256865)

 [062422460](tel:062422460)

 [@migration@caritas-worms.de](mailto:migration@caritas-worms.de)

 Ms Alexandra Heinecker

When asylum seekers receive recognition of asylum from the BAMF, the Job Centre will become responsible for them. They have to file their application for living cost expenses at the Job Centre and will also be insured by a statutory health insurance provided in accordance with SGB II benefits.


Immigration advice for adult immigrants


Recognised refugees who have questions about applying to the Job Centre, finding accommodation, language and integration courses, having foreign professional qualifications recognised, etc. can contact the following advisory centres:


Migration counselling Förderinitiative Donnersberg e. V. (FID) in Alzey

Migration advice service for adults (MBE)

Refugee advice - Specialist Migration Service (MFD)

 [Antoniterstraße 66, 55232 Alzey](#)

 [06731/9472001](tel:067319472001)

 [@mbe-az@fid-donnersberg.de](mailto:mbe-az@fid-donnersberg.de)

Contact person: Mrs Kirsch

German Language

Online Language Courses and Online Studies

Learn German

We advise that you attend a German course so that you are able to settle in and integrate well in Germany in the long term. Mastering German can be of particular benefit to you when finding work. There is various information on how and where you can attend German courses.

Language and integration courses

Once you have your residence permit, you may attend an integration course that will teach you the German language and about social orientation in Germany. Where necessary, you will be able to learn the Latin alphabet as part of what are known as alpha courses. You may also be required to attend such classes.

There is usually a variety of different options when it comes to language courses.

Integration courses provided by the BAMF

Integration courses provided by the BAMF - 600+100 UE (or more/less depending on individual requirements) for A0 -> B1 with an examination

Delivered by: KVHS (Alzey, Saulheim), CJD

Concept: <https://www.bamf.de/SharedDocs/Anlagen/DE/Integra...>

Concept for second language learners:
<https://www.bamf.de/SharedDocs/Anlagen/DE/Integra...>

Fees:

- Free of charge for people receiving social support (e.g. ALG II, housing benefit, child supplement) - including travel expenses
- Half the cost (€2.20 per unit) for people deemed eligible by the BAMF - in the case of successful examinations, 50% of this is still reimbursed (at the FID there is support with the application for course eligibility)
- Full cost for people who earn enough
- You are responsible for paying material costs yourself

The following groups may participate:

- Adults 18-65 years
- Emigrants of German origin from an Eastern European state

- EU-citizens
- Immigrants with recognition (residence title)
- Immigrants with good prospects of remaining in Germany
- Germans with special integration needs
- Ukrainians, especially if they have registered with the ABH in accordance with Section 24 of the Residence Act. For the time being, all you need is your confirmation of registration from the residents' registration office and the firm intention to register with the ABH as soon as possible.

Teacher qualification:

<https://www.bamf.de/SharedDocs/Anlagen/DE/Integra...>

the additional teacher qualification (140 units) can be acquired e.g. at:

<https://www.bamf.de/SharedDocs/Anlagen/DE/Integra...>

National language courses (target language: German)

**National language courses (target language: German) - 400 UE for A2
-> B1 with an examination**

Courses with objectives A1, A2, B1, B2, C1 with approx. 400 UE each, depending on different prerequisites

Delivered by: FID e. V. Alzey, KVHS, CJD

Concept: <https://mffki.rlp.de/fileadmin/MFFJIV/Integration...>

Fees:

- Depending on the financial situation of the participants: free of charge or with cost sharing
- Approx. 30 % of examination costs must be paid yourself (approx. 50 €)
- Travel expenses and material costs must be paid by the participants themselves

The following groups may participate:

- Adults with a migration background living in Rhineland-Palatinate
- Those without access to the integration course - exception: up to max. 50 % of the participants may have access to the integration course, but are not (yet) able to attend it for legitimate reasons

Teacher qualification:

- Language skills at least C1 (to be proven only in the case of no German Abitur or German university degree)
- Language or linguistics degree with or without a pedagogical focus (no proof of professional experience or of advanced/continuing training in language teaching required) - e.g.: University degree in German as a Foreign Language, also as supplementary, postgraduate or subsidiary subject; 2. State examination or teaching qualification for the

- subject German or a modern foreign language (incl. primary school teaching qualification)
- Other university degree as well as professional language qualification - teachers must also fulfil one of the following two requirements: a) relevant further education/training of at least 100 units, of which at least 70 units must be in the field of German as a Foreign Language or b) at least 300 units of experience in language teaching for adults
 - University entrance qualification or comparable school-leaving qualification - Teachers must also fulfil the following two requirements: a) relevant further education/training of at least 100 units, of which at least 70 units must be in the field of German as a Foreign Language and b) at least 300 units of experience in language teaching for adults
 - The "Start" course series for second language learners/literacy: in addition to the basic "German as a Foreign Language" qualification with at least 64 units and qualification for literacy with at least 64 units
 - Online classes: "Digital teaching and learning" qualification, min. 32 units, desirable: in-depth workshops

The additional qualifications for integration courses can also be used for this purpose.
Additional: Qualifications via "BBQ Basic Education Qualification" <https://www.bbq-rlp.de/>
under the headings "Services" and "Certificates"

Initial Orientation Courses (EOK) from the BAMF

Initial orientation courses (EOK) from the BAMF - 300 UE

Delivered by: FID e. V.,

Location 55232 Alzey

Antoniterstrasse 66.

Management: Silvia Giehl: info@fid-donnensberg.de

Concept: <https://www.bamf.de/SharedDocs/Anlagen/DE/Integra...>

Special feature: You may join or leave the current course AT ANY TIME

- Free of charge
- We are unable to reimburse travel costs.
- The book can be provided, but you will have to pay for other materials yourself

Who can take part?:

- Ukrainian nationals who lived in Ukraine before 24/02/2022 (plus family members)
- Non-Ukrainians and stateless persons with international (or equivalent) protection status in Ukraine valid before 24/02/2022 (plus family members)
- Non-Ukrainians and stateless persons with permanent residence permit in Ukraine valid before 24/02/2022 (plus family members)
- Asylum seekers without access to the integration course or with poor prospects of remaining in the country who do not come from "safe countries of origin"
- If there is still space on the course:

- Persons who may participate in the integration course in accordance with §44 Para. 4 (2) of the AufenthG may also join
- Recognised asylum seekers

The following people are not permitted to join:

- Children of compulsory school age! (children, young people) and people over 65
- Those persons who are enforceably required to leave the country

Teacher qualification

- Admission according to § 15 (1) and (2) of the IntV: completed DaF /DaZ studies or through participation in qualification (specified by Federal Office)
- Philological university degree (at least Bachelor or DQR level 6)
- University degree in education (at least Bachelor or DQR level 6)
- Language teaching experience of at least 500 units
- Certificates / further training in the field of DaZ / DaF of at least 100 lessons

1. B. Qualification measures for integration course teachers, or via BBQ:

<https://www.bbq-rlp.de/>

Explanation DQR: <https://www.dqr.de/dqr/de/wem-nuetzt-der-dqr/lern...>

[EOK-FL-Word-neu.pdf](#)

[Notice FID-EOK-AZ-7.pdf](#)

[FB-8-5-0-0-0-EOK-Anmeldebogen-2.pdf](#)

ESF literacy courses

ESF literacy courses: 6 consecutive courses with 120 units each

Beginners (learning to write and read letters and first words) E1, E2GB

Advanced (words, sentences, texts) F1, F2, F3, F4

Delivered by: FID e. V.

Fees:

- Free of charge
- We are unable to reimburse travel costs
- You are responsible for paying your own material costs

The following groups are welcome to attend:

- Germans
- Late repatriates, EU citizens, immigrants regardless of their status

- Aged 18-65, living in Rhineland-Palatinate
- Mandatory requirement: you must already be able to speak and understand German sufficiently!!!!

Teacher qualification:

Approval as an Literacy Integration Course teacher

BBQ training sessions and evidence of 200 UE literacy teaching experience

Further information available upon request (FID e. V.)

<https://www.bbq-rlp.de/> in the "Services" section

DeuFöV - Vocational language courses**DeuFöV - Vocational language courses with examinations at B1, B2, and other levels**

Delivered by: CJD

Fees:

borne by the job centre or the unemployment office, incl. travel costs

The following groups may attend:

Customers of the unemployment office and job centre - you must be registered as a jobseeker to attend

Various German courses delivered by KVHS Alzey

- only once or a few times a week
- relatively low cost contributions
- accessible to all self-payers

Overview:

<https://www.kreis-alzey-worms.eu/volkshochschule/...>


Services at the MGH multigenerational house

All courses are free of charge

Open groups (entry and exit possible at any time)

German support for different levels - Mondays and Fridays from 10:00 am to 1:00 pm

Learning Café - Reading and Writing Practice for Adults: Thursdays 3:00 pm

 [Schlossgasse 13, 55232 Alzey](#)

Discussion groups / meetings for Ukrainians

Every Wednesday, 3:30 pm -5:00 pm: "Café Ukraine", Haus Schillerplatz 4, 55232 Alzey (room in the basement)

Every Friday, 3:00 pm: at [MGH, Schlossgasse 13](#)

Volunteering opportunities / tutoring

You will find clubs, support groups and individuals who provide refugees with voluntary support with integration, including German courses and tuition, in most towns and communities. Please contact the volunteer networks where you live, you will be able to find the addresses here under: "[Volunteer work](#)".

Interpreter / Translator

Interpreters and language mediators for the District of Alzey-Worms

You will need an interpreter when visiting authorities such as the Immigration Office (Ausländerbehörde), Social Services Office and Education Authority (Sozial- und Schulamt), as well as when visiting doctors, attending parent evenings or kindergarten.

Since 2019, the District of Alzey-Worms has been affiliated with the DOOR project (Interpreting in Social Spaces), which is funded in Rhineland-Palatinate by the Ministry for Family, Women, Culture and Integration for Rhineland-Palatinate and managed by Arbeit und Leben GgmbH in Mainz.

DOOR provides qualified volunteer interpreters in the district who can assist with bureaucratic tasks, visits to the doctor, and conversations at school or kindergarten. In addition, language mediators are also available from all over the country and can be requested either for telephone interpreting or for face-to-face interpreting, although travel costs for the assignments are generally not covered. However, the assignments are fully financed by the District of Alzey Worms with additional financial support from the Ministry for Family Affairs, Women, Culture and Integration. Travel costs shall be borne by the client.

To request an interpreter, please write to Ms Lieb from Arbeit & Leben GgmbH in Mainz at:

anfrage@arbeit-und-leben.de

You can also find more information on the project and opportunities for employment by contacting Arbeit & Leben in Mainz or Alexandra von Bose, the Integration Officer for the District of Alzey-Worms, directly at: vonbose.alexandra@alzey-worms.de


The staff will assign you a suitable interpreter if one is available; and they will accompany you to your appointment free of charge. All requests will be treated in the strictest confidence. Please note that interpreters may not provide professional advice or legal advice or act as an advocate.

Please see the [DOOR project website](#) for more information.

Become a volunteer interpreter for the District of Alzey-Worms

Do you have a very good command of German even though it's not your first language? Then you can apply to become a volunteer interpreter for the District of Alzey-Worms. We are looking for interpreters for the languages Tigrinya, Somali, Bulgarian, Russian, Kurdish, and Pashto in particular. However, please do get in touch with us if you speak another language. Please contact the Integration Officer for the District of Alzey-Worms who will provide you with some initial information:

Contact:


 Alexandra von Bose
@vonbose.alexandra@alzey-worms.de
 [06731-408-3121](tel:06731-408-3121)

You will find [information about the language mediator DOOR project](#) (Public Service Interpreting) in the following languages here: [English](#), [Russian](#), [Kurmanji](#), [Tigrinya](#), [Somali](#), [Farsi-Dari](#), [Turkish](#) and [Arabic](#).

Translation of documents

Official documents such as certificates, marriage or birth certificates may only be transmitted in Germany by state-certified translators. These translations can be costly. It is best to check carefully beforehand whether you really need a certified translation. You can find state-certified translators and interpreters on the [website of the Bund der Übersetzer \(BdÜ\)](#).

For a rough translation, you can make use of various online services, for example:

 [Google Translate](#)
 [DeepL Translator](#)
 [Reverso](#)

Work and Education

When can I work?

Access to the labour market is not always easy for migrants. The recognition or assessment of qualifications obtained abroad can help and is therefore particularly important. Finding a job in a foreign country is often difficult. You will find information on career advice and job listings on the following pages, among other things. Contact the free asylum social advisory service at the district administration for further information and help.

Until these qualifications are recognised, you will not be able to work. Once they have been recognised, the immigration authority will decide whether you may work. This means that you will have to submit an application for a work permit to the [Immigration Office \(Ausländerbehörde\)](#). There are certain rules that need to be adhered to:

- Three months after your **registration as an asylum seeker in Germany** (with proof of arrival or temporary residence permit) you will receive “subordinate” access to the labour market. This means that the Federal Employment Agency will check whether there is a preferential employee for the job. Working conditions will also be checked. You may not take

up temporary employment while this priority check is in progress.

- After 15 months, no more priority checks will be made. However, the working conditions will be examined. Temporary employment is possible.
- After 48 months you will have full access to the labour market. There are no more restrictions. However, this must be stated on your temporary residence permit.
- Only the Immigration Office (Ausländerbehörde) can make a decision on work permits for in-company training. The Federal Employment Agency (Bundesagentur für Arbeit) will not conduct any priority checks or reviews of the working conditions in such instances
- The Immigration Office will always make decisions on work permits in the case of immigrants with a **temporary suspension of deportation**. The Immigration Office can impose a ban on employment based on immigration laws.
- Without a work ban you, as a person with exceptional leave to remain, have subordinate access to the labour market from the 1st day of your exceptional leave to remain. The conditions are then as described above.
- If you have a **residence permit (Aufenthaltserlaubnis)** you will have full access to the labour market, without any restrictions.

Information from the Federal Employment Agency for Ukrainian refugees

[First steps on the German labour market](#)

[Information for Ukrainian refugees](#)

Looking for work

There are many ways to find a job. You will find a great deal of job advertisements in major newspapers or on the internet.

However, nowadays, job searches often take place on the internet. There are local platforms, such as the website for the major local newspaper. Then there are also nationwide searches, such as the [job portal of the Federal Employment Agency](#).


You can find more information on the following pages.


Low-threshold educational advice service for refugees in Mainz

The "Low-threshold educational advice service for refugees" project in Mainz can help people find an apprenticeship in Germany. In addition to advisory sessions, information events are another component of the project.


Contact details for registration or questions:

ASB Landesverband RLP e. V.

 Ms. Tülay Arslan

 [Bahnhofstr. 2, 55116 Mainz](#) (lift available)

 T.Arslan@asb-rp.de

 [06131/977936](tel:06131977936)

Getting here:

5 minutes walk from Mainz Hauptbahnhof or by bus and tram: Münsterplatz" bus/tram stop;
💡 Please contact us if you have any accessibility requirements!

Vocational training

Almost all professions in Germany require vocational training. A school leaving certificate (at least a Hauptschulabschluss) is a prerequisite for finding a training place or a permanent job in Germany. The length of a given vocational training course will depend on the career you decide to pursue and can take up to 2 to 4 years. During your vocational training, your training provider will teach you about practical activities as well as the theoretical aspects of the job at your vocational school. You can take part in an introductory qualification for up to one year to give you a head start. There you can also improve your German language skills and then start your training. You will take a final exam at the end of the training period.

You will expand your options for employment upon successful completion of a vocational training course.

You can show the company this information for the entry-level qualification: [Entry qualification - Information for employers](#)

School leaving certificate (Hauptschulabschluss) - KVHS course

From 20 November 2017, the Alzey-Worms district secondary school will be running a new evening course in preparation for obtaining your school leaving certificate (certificate of secondary education). This qualification is the basic requirement both for taking up vocational training and for obtaining further qualifications. The course, which concludes with a state examination, comprises approx. 300 lessons in German, mathematics, biology, geography, history and social studies.

Lessons take place from Monday to Thursday from 6:00 p.m. to 9:15 p.m. in Alzey in the rooms of the KVHS. Lessons will not take place during school holidays. The course ends in April 2018. The final examination takes place afterwards.

Address and contact KVHS:

Cultural centre

📍 [Theodor-Heuss-Ring 2, 55232 Alzey](#)

☎ [06731/494740](tel:06731494740)

✉ @kvhs@alzey-worms.de

The participation fee amounts in total to €375 from 12 persons or €300 from 15 persons. A partial amount of 250,- € is to be paid upon registration; the remaining fee will be invoiced in February 2018. In addition, there are the costs for the purchase of textbooks.

The preparatory course can be attended by adolescents (minimum age 16 years old) and adults who have not successfully passed the exam for the general school leaving certificate more than once. Admission to this preparatory course requires sufficient knowledge of German (at least level B1). If you are interested in taking part, please contact the KVHS offices.

In the event of taxpayers for which their child's participation is a measure carried out by a adult education centre or other recognised continuing education institution in preparation for obtaining a school-leaving certificate, they may pay 30% of the participation fee as special expenses according to section 10 (1) (9) of the Income Tax Act (EStG), provided that they are entitled to receive an allowance according to section 32 (6) of the Income Tax Act or child benefits.

KAUSA - Career advice and information

At the KAUSA Service Centre, young people with a migration or refugee background have the opportunity to receive information on their career choices. There is also help for finding suitable internships or apprenticeships. Personal interviews are held to inform participants about their career prospects.

Information on further support possibilities are also given. The KAUSA Service Centre Rhineland-Pfalz offers support on site as well as offering free advice.

Regular information events in Mainz on various topics complete the offer.

Information on offer:

Information about the German education and training system

Information about possibilities and chances of dual training

Advice on the form in which you can support your daughter/son when entering training

Advice talks together with the young people

Contact person for the KAUSA Service Agency for Rhineland-Palatinate:

Claudia Rörig-Paul

55116 Mainz

☎ [06131/9992-719](tel:061319992719)

@c.roerig-paul@hwk.de

Hasko Externbrink

55116 Mainz

☎ [06131/9992-12](tel:06131999212)

@h.externbrink@hwk.de

<https://kausa-rlp.de>

The KAUSA Service Centre provides information on the successful path to a career in Germany in [Arabic](#), [Farsi](#) and [Tigrinya](#).

Further information on the subject of vocational training

<https://handwerk.de/>

<https://www.lehrstellen-radar.de/>

<https://hwk.de/>

School

Compulsory schooling

In Germany, attending school is required by law. Parents or guardians must ensure that the children attend school regularly. The parent/guardian must also register each child at the appropriate school. If a pupil is of age, they are responsible for registering at the school. The exact length of compulsory school attendance and school leaving age vary from state to state. Generally, full-time compulsory school attendance lasts 9-10 years. Children in Germany must attend school from 6 years old until they are 17 years old.

Parents will be held accountable if their children fail to attend school. You may be fined, as this is considered an administrative offence. Regulatory authorities may also check if a child has been frequently and noticeably absent from school.

Grundschule (primary school)

Primary school is a school which children attend for 4-6 years (depending on the federal state).

After primary school, you transfer to a secondary school. There are three different secondary schools, which lead to different leaving certificates.

After the basic or standard secondary school certificate ("Hauptschulabschluss" or "Realschulabschluss"), there are many ways to acquire more advanced qualifications in Germany (standard or grammar/higher secondary school certification "Abitur").

Realschule plus (secondary school)

This is one of three types of secondary school. The Realschule plus is designed for students who want to do an apprenticeship after leaving school. This school prepares pupils for their working life. Emphasis is placed on practical knowledge and skills in addition to theory. Pupils attend the Realschule plus for 5 years. After passing the final exam, pupils are awarded the secondary school certificate qualification (also called the "Quali").

Realschule (standard secondary school)

The second type of school for this age group is the Realschule. Pupils at this kind of school will learn foreign languages, for example. More independent learning is expected than in the Realschule plus and you acquire a more advanced level of general education. Compared to the higher-level grammar school (Gymnasium), pupils in a standard secondary school have a more work-related education. The leaving certificate for the Realschule (referred to as the "Realschulabschluss") generally provides the basis for more advancement in professions of all kinds.

Gymnasium (grammar school)

Pupils attend grammar school for 8 years and take a final exam, the university entrance certificate (also called the "Abitur"), at the end of their schooling. Pupils at a Gymnasium are expected to take on more personal responsibility than pupils at other secondary schools, the Realschule plus and the Realschule, and they will be prepared not just for professional/vocational life but for academic life in particular.

Invitation to sit the school entrance examination


A medical health check is required before pupils start primary school in Rhineland Palatinate. Children are examined in the presence of their parents or one parent. The Alzey-Worms


Department of Health will invite you to attend your school medical examination.

Place of examination: Alzey-Worms Health Office

 [An der Hexenbleiche 34, 55232 Alzey](#)

Contact

 [067314087038](tel:067314087038)

 [067314087039](tel:067314087039)

 [0673140887039](tel:0673140887039)

[@gesundheitsamt@alzey-worms.de](mailto:gesundheitsamt@alzey-worms.de)


Please bring the following documents with you to the appointment:

- Yellow health record from the paediatrician
- Vaccination card
- Glasses (where applicable)
- The invitation letter sent to you
- bring an interpreter with you if you need one

Please send supplementary medical and therapeutic reports (e.g. occupational therapy, speech therapy, SPZ, KinZ) 14 days before the appointment:

Kreisverwaltung Alzey-Worms
Health Department (Gesundheitsamt)
An der Hexenbleiche 34
55232 Alzey

If you are unable to attend the proposed examination date, please contact the Health Department in good time so that an alternative date can be found.

 **Important:** The examination does not determine whether your child can attend school or not. The aim is to establish whether your child needs particular aids or support in a certain areas for them to be able to learn successfully. The results of the examination will be sent to the school in consultation with you.

Press release for Ukrainian children

General information on the schooling of Ukrainian children by the Office of the State Government Commissioner for Migration and Integration in RLP (04/05/2022)

General information

Initially, Ukrainian children who have fled to Germany have the right to attend school, but they are not required to attend school. As soon as they are registered in the district, they must attend school. They must then attend school regularly where they will be integrated into the existing classes. In doing so, the schools are to draw up an individual timetable for each child, which allows them to combine language support (up to 20 lessons per week) with their regular lessons (in subjects where this is possible) depending on need. They should also be able to take part in online Ukrainian lessons during regular school hours so that they may keep up with their schooling when they return, provided that this is feasible from a scheduling perspective (more information on this can be found at the State Pedagogical Institute):

<https://pl.bildung-rp.de/aktuelle-themen/ukraine.html>). Schools are responsible for implementing and organising this framework set by the Ministry of Education. The overall workload of the pupils must be taken into account.

Language development

In order to meet the demand, the hours for language support at schools have already been increased. The schools can still apply for additional language support measures. In accordance with the language support concept of Rhineland-Palatinate, a conscious decision was made not to have separate classes, but to enable these children to learn German as part of structured lessons and in the environment of a German-speaking class at the same time.

Ukrainian teachers

We are currently considering the recruitment of Ukrainian teachers with the appropriate aptitude for this field. So far (as of mid-April), there have been 133 applications. Initially, the Conference of Ministers for Education and Cultural Affairs (Kultusminister(innen)konferenz) found solutions to certain obstacles that arose (e.g. lack of certificates of good conduct). Until the summer holidays, Ukrainian teachers can also be employed without a certificate of good conduct. This has already been done at all three ADD sites.

Current statistics

Currently, there are around 5,000 school-age children living in Rhineland-Palatinate who have fled from Ukraine. Around 2,000 of these children attend primary schools, just under 1,100 are at a Realschule plus, around 360 are at comprehensive schools, and around 850 children attend a Gymnasium. Ukrainian children are also being educated at special schools as well as at associated secondary schools and technical colleges. (Postscript: As of 02/05/, there are already 6,076 attending mainstream schools and 152 at vocational training schools).

Working with the Round Tables

The round tables have been re-established in their function as a coordinating body and are already meeting in different combinations. For this purpose, officers of the ADD have been appointed who can intervene in a coordinating manner as soon as governance becomes necessary.

First language teaching

Here the procedure remains unchanged: First, the need to teach their first language is identified and forwarded to the school authority. The latter checks and, depending on the result, sets up lessons in the language required at the place of need. For Ukrainian, the original registration deadline (15 March) has been cancelled. Registrations are possible until further notice.

Information for Ukrainian parents

Once the families have been registered, the schools are responsible for communication. In this context, the Ministry of Education provides an information sheet on the German school system in Ukrainian and in Russian:

[https://migration.bildung-rp.de/links-und\[1\]materialien/das-schulsystem-in-rheinland-pfalz.html](https://migration.bildung-rp.de/links-und[1]materialien/das-schulsystem-in-rheinland-pfalz.html)

There is also a bilingual school admission form. Interpreters can be called in for discussions and teachers of the first language can also provide support. Schools, teachers and parents can also contact this service together now that the state's information hotline for Ukraine (0800 9900 660) has been launched and given that the staff who work for this service speak both German and Ukrainian.

Attending nursery

Ukrainian child refugees may attend nursery. The provider can hire additional staff as soon as the children have been accepted to the nursery. In coordination with the Youth Welfare Office, persons with Ukrainian language skills are given priority in terms of recruitment. Ms Strauß describes the case of a Ukrainian educator who fled their country and who would care for refugee children. Ms Strauß would like to know if the educator can be employed. Since the question of financing has been clarified in principle and the Youth Welfare Office is required to find solutions (for example, free rooms can often be found in the community rooms), Ms Bogensperger confirms that the basis for employing the Ukrainian educator is given. The basis for this is the circular on providing refugee children from Ukraine with a place at a nursery or childcare centre for children (see attachment).

Studies

You can start studying in Germany without university admission. However, you must have your university admission from your home country recognised in a timely manner.

One option for taking up studies is Kiron University, where you have two years in which to have your certificates recognised. The municipality in which you live is responsible for recognising certificates.

Kiron Open Higher Education

Kiron students complete the first two years of their studies online and spend the third year at a partner university. The degrees are accredited by Kiron. The concept of Kiron solves the four barriers of UNHCR and enables refugees (i) to start studying without legal documents, (ii) without needing to pay tuition fees, (iii) large capacities by combining online and offline studies, and (iv) favourable opportunities for language acquisition support.

Combining online and offline study

Massive Open Online Courses and Small Private Online Courses make it possible to study online. These are courses from world-renowned elite universities such as Harvard, Stanford, MIT or Yale, which have been made available to the general public. After consultation with the providers, Kiron delivers the free courses and combines them with the latest e-learning technologies to create learning modules. Partner universities credit these online courses and allow students to complete the third year of their chosen degree programme on site.

Important: For the 3rd year Year at university, you will need proof of university admission that is recognised in Germany. Please sort this over the course of the first two years of study.

Breaking down technological, linguistic and psychosocial barriers

Kiron is eliminating the technological difficulties associated with online study by collaborating with Keepod, Microsoft, Google for Education and Dropbox to provide the laptops and the necessary software. All courses are delivered in English, with the possibility of adding subtitles in a desired language. All students will be able to learn English, German or other languages over the course of their studies.

In addition, Kiron gives you the opportunity to participate in a buddy and mentoring programme, receive tutoring and make use of psychosocial advisory services through Student Support.

You will find Kiron online at: www.kiron.university

Family

Services for families

Families enjoy many benefits in Germany. These include family insurance and a wide range of discounts for accessing cultural, sports and leisure facilities. In addition, families are entitled to advice and benefits with regard to child, parent and educational benefits. Attendance at nurseries is also free of charge in Rhineland-Palatinate.

In this chapter you will find an overview of support services and information for families and children. You will also find many addresses for support services which assist with early intervention, pregnancy and childcare.

The first point of contact is the staff of the [Youth Welfare Office at the Alzey Worms District Administration](#). The Youth Welfare Office provides a wide range of services from pregnancy/birth to child care and curative education, youth education and services related to early intervention, child welfare and child health. The services provided by the Youth Welfare Office and contact details can be found on the [homepage of the District Administration](#). You can also find information on [pregnancy and birth](#) as well as on [childcare services](#) on the homepage.

Information about childcare services for parents of other cultures in different languages

Parents and their children have many opportunities for education and care in Germany. The work done by childcare and childminder services as well as the basics of early education for children have been presented in thematically oriented short films as a means of providing this service to as many people as possible:

Themes of the films:

- Film 1 Opportunities for children - education and care services for children up to six years of age
- Film 2 Playing is learning
- Film 3 Living diversity: All children are included
- Film 4 Language opens doors
- Film 5 Childcare and family: Partnership for children
- Film 6 Carefully accompanying young children - education and care services for children under three years of age
- Film 7 Living community - strengthening children's social contacts
- Film 8 Preparing children for life - on the way to school

The films have been made in the following five languages: [German](#), [English](#), [French](#), [Arabic](#), [Farsi](#)

The project is an initiative of the Hessian Ministry of Social Affairs and Integration and has been developed in cooperation with the Bavarian Ministry of Social Affairs and the Didacta Association.

Multilingual information from the Ministry of Education on nursery admissions for migrants

Parents of children with a migration background, especially refugee children, can also find information in their languages of origin about why, when and how admission to nursery in Germany works .

The [Ministry of Education's](#) translated [letter to parents](#) is available in [English](#), [Arabic](#), [Dari](#), [Persian](#), [Serbian](#), [Kurdish](#), [Albanian](#) and [Chinese](#).

[Keywords for a care contract](#) can be found in [Serbian](#), [Persian](#), [Kurdish](#), [English](#), [Chinese](#), [Arabic](#) and [Albanian](#).

Further information and the letters to print out are available on the [nursery server](#).

Child protection network

The District Youth Welfare Office's Child Protection Network concerns itself with the topic of a safe and healthy early childhood for all children. Midwives can also assist here.


Areas and contact persons

Child protection, child well-being and child health, Child Welfare Protection

Brand, Kerstin

 [06731/408-6101](tel:067314086101)

Sterz, Melanie

 [06731/408-5292](tel:067314085292)

Child Protection Network

Sterz, Melanie

 [06731/408-5292](tel:067314085292)

Beyond the services of Child Welfare Services, there are many services provided by the multi-generation houses in Alzey and Monsheim.

Multigenerational house

In Alzey and in Monsheim there is a multi-generation house with many services, including international services, for women and families, which are constantly being updated.

Services in Alzey via Antonia Brauer:

@mgh-alzey@dwwa.de

Services in Monsheim via Sabine Beyer:

@familienzentrum.kgm.monsheim@ekhn-net.de

Family Compass for the District of Alzey-Worms and Family Guide

Family Compass

The Family Compass for the District of Alzey-Worms is a compact, comprehensive list of many addresses in the District that support families, both in their everyday lives and in crisis situations.

[Family Compass \(PDF-Download, 682 mb\)](#)

Family Portal

You can find more information on government services and support by visiting the homepage of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth:

<https://familienportal.de>

Pregnancy and childbirth

Expecting mothers are subject to special protection in Germany and are entitled to advice, medical care and support with new acquisitions for the child. If you are pregnant, please consult a doctor first and have them carry out screenings. You will then receive a maternity passport (Mutterpass), which identifies you as an expectant mother and also contains important information about your health and the health of your child. Please always carry the Mutterpass with you in case of emergencies. Notify your municipal administration about the upcoming birth. They will check whether there is enough space for the child and will order baby goods.

The birth of a child is a special event in the lives of new parents – an event that brings both joy and uncertainty. When you become a parent, you will encounter new, unfamiliar, stressful and sometimes difficult situations. Parents who need or want to access professional advice, guidance and support in this new phase of life can take advantage of the family advisory services provided by the pregnancy advice service in the district.


Pregnancy advice centres


Pregnant women and expectant parents have the legal right to access advice on any question concerning pregnancy. These might be issues like potential solutions for psychological/social conflicts relating to a pregnancy, social and economic assistance, and family support services and assistance. Advice is available during pregnancy and up to the third month after childbirth. The child's right to education is limited to one year of age.

The following pregnancy advice centres are responsible for families living in the District of Alzey-Worms:

Advice on pregnancy and pregnancy-related conflicts at the Diakonisches Werk Worms-Alzey


Beratungszentrum Standort Alzey [Alzey Advisory Centre]

 [Schlossgasse 14, 55232 Alzey](#)

 [06731 950313](#) or [06731 950316](#)

Beratungszentrum Standort Worms [Worms Advisory Centre]


 [Seminariumsgasse 4-6, 67549 Worms](#)

 [06241 9202928](#) or [06241 9202929](#)

Advice for pregnant women and those who find themselves in emergency situations


Caritaszentrum Alzey


 [Obermarkt 13, 55232 Alzey](#)

 [06731941597](#)

Advisory centre for pregnant women who find themselves in emergency and conflict situations


Caritas Centre St.Vinzenz

 [Kriemhildenstraße 6, 67547 Worms, Germany](#)

 [06241268123](#)

pro familia Mainz e.V.

 [Quintinsstraße 6, 55116 Mainz](#)

 [061312876610](#)


In addition to this, Caritasverband Mainz e.V. also offers special services for immigrants living in the district and their families:

Advice for pregnant women and those who find themselves in emergency situations

“... als (werdende) Mutter NEU in Deutschland” Project [“...(expectant) mothers who are NEWcomers to Germany”]

Caritas-Zentrum St. Elisabeth

 [Friedrich-Ebert-Straße 38, 55286 Wörrstadt](#)

 [067329336933](#)

Medical check-ups for your child starting from day one:

Medical check-ups screen for any existing diseases or developmental delays the baby might have, making it possible to treat them at an early stage. Your child's physical and mental development will be monitored continuously. During every examination, the physician will give you comprehensive information, remind you of immunisation appointments and offer tips on what you should keep in mind in the coming weeks and months. The Zentrum für Kindervorsorge Homburg [Homburg Centre for Child Insurance] will invite you to the medical check-ups on behalf of the regional authorities. This is also where your doctor will send verification that your child has had the medical check-ups. For this reason, please always bring

your response form [Rückmeldebogen] to these appointments. The insurance provider will cover the costs. If you do not have health insurance, the state will cover the costs. If this is the case, you should get in contact with your physician or the Department of Health [Gesundheitsamt]. You can find more information on the process and what happens during the medical check-ups here: (Attached flyer: "All the Best for Your Child").

[Child Protection Rhineland-Palatinate \(PDF-Download, 575 kb\)](#)

Responsible person at the Alzey-Worms Health Department:

Kerstin Brand

☎ [067314087077](tel:067314087077)

@brand.kerstin@alzey-worms.de

Delivery and aftercare

Your gynaecologist will refer you to a maternity hospital. You will receive a birth confirmation letter from the clinic. Ask at the clinic for a midwife to provide at-home aftercare after the delivery. If the hospital or your gynaecologist is not able to refer you to a midwife, please contact

Coordination Office for Child Protection, Early Intervention and Family Education

Doris Meyer-Kamprad

Kreisverwaltung Alzey Worms [Alzey Worms District Administration]

📍 [An der Hexenbleiche 34, 55232 Alzey](#)

☎ [067314085461](tel:067314085461)

@meyer-kamprad.doris@alzey-worms.de

🌐 www.alzey-worms.de

Social Services Office, Youth Welfare Office

Bertram, Irmtraud

☎ [067314085711](tel:067314085711)

@Bertram.Irmtraud@alzey-worms.de

Duties:

- general file management
- Mailing
- Ensuring availability by telephone
- Information on responsibilities and referral to competent specialists
- Scheduling social services
- Competent authority

Informative flyer with list of midwives in the District of Alzey-Worms

[List of](#) midwives working in the District of Alzey-Worms (no claim to completeness).

What do midwives do?

Midwives advise, guide and support mothers and new-borns during pregnancy, birth, postpartum recovery and nursing. Midwives can help any woman who is pregnant, in childbirth

or has just given birth. This assistance includes:

- Advice and information
- Prenatal care
- Support/assistance with pregnancy complications and premonitory pains
- Preparation for giving birth
- Assistance during the birth
- Services after the mother has given birth (postpartum recovery support)
- Postnatal exercise

💡 Every pregnant woman can contact the midwife directly. The insurance provider will cover the costs.

Initial equipment

Show your Mutterpass to the Social Security Office and they will give you a shopping voucher for maternity wear. From 6 weeks prior to the birth of your child, you will receive a shopping voucher for basic equipment for your child. After your baby is born, on presentation of the confirmation of a birth, you will receive a voucher for purchasing a pram as well as 4 to 6 weeks after the birth, another shopping voucher for baby clothing. A baby cot and nappy-changing pad will be given to you in your accommodation facility. There you will first receive a shopping voucher for maternity clothes, and later a voucher for a pram as well as clothes and utensils for your child.

Notifying the registry office

Newborn children must be reported to the Register Office (Standesamt) and the accommodation management. The maternity clinic reports the birth to the Registry Office. There you will receive the (potentially provisional) birth certificate for your child together with your ID card, the birth certificate from the clinic and, if available, your marriage certificate.

Children's day-care

All parents have the right to choose from a range of childcare services (such as day-care centres, day nurseries or childminders). Before making a decision, you can receive advice from the Jugendamt [Youth Welfare Office] and get information about availability. Starting on their first birthday and until they enter school, children have a legal right to attend day-care outside the home. For children aged 2 and older up until they enter school, there are no fees for attending a day-care centre. However, parents must pay for daily lunch at the centre if their child receives it. Parents who wish to have their child attend a day-care centre must register their child at the centre responsible for them as soon as possible. If there are any problems finding a suitable spot, or if parents feel they need more advice, they should contact the Jugendamt as soon as possible.

You can find more details and the corresponding contact information here:

[Children's day-care \(PDF download, 329 kb\)](#)

Your child can visit a day-care facility before beginning school, starting at about age 1. There, your child can form friendships, learn German by being with carers, children and other parents,

and discover new things. Visiting a child-care facility is very important and good preparation for school. For you as a parent, childcare offers the possibility of visiting a German course.

By the way: One of the most popular German children's television programmes with explanations on various things in Germany is also available in Arabic, Kurdish and Dari:

[Die Sendung mit der Maus International](#)

Unaccompanied Minor Refugees

Underage refugees who arrive in Germany unaccompanied are reported to the Youth Welfare Office (Jugendamt). The Youth Welfare Office interviews the minor and performs a determination of age, which decides whether the minor is entrusted to the care of the Youth Welfare Office or is deemed an adult.

For minors who have arrived without their parents, but are accompanied by family (e.g. uncle or aunt, cousins or older siblings), there are two possibilities. Either the adult relative can make an application for guardianship at the family court; with guardianship the relative assumes full responsibility for the minor in place of the parents. Or the relative can accept the parental right, which can be transferred informally by the parents, and is also evident from the relevant and responsible actions of the parties involved. In both cases the minors may remain with the family. If the relative rejects both options, the minor is treated as an unaccompanied underage refugee and entrusted into the care of the Youth Welfare Office (see above). The District Youth Welfare Office Alzey-Worms also offers the opportunity for young refugees to integrate themselves into a family group through foster families. The child fostering service of the regional youth office supports these foster parents and guest families with professional advice.

Violence in close social relationships

Assistance with domestic violence

Domestic violence is the most widespread violation of human rights worldwide! If you are affected or know someone who is affected by domestic violence, help is available to you in the District of Alzey Worms! You can find out more by reading the following flyer:

[Download trilingual poster \(PDF, 6,16 MB\)](#)

Round table against violence in close social relationships in the District of Alzey-Worms

The Women's Office provides advice, support and help against domestic violence. In addition, the Equal Opportunities Officer regularly organises the round table for combating violence in close social relationships. Current support services and guidelines are presented here and those involved also network beyond the borders of the district in order to offer good services for the people affected.

💡 Information for women refugees in [German](#), [English](#) and [Ukrainian](#)

The family guide for people with disabilities

[The family guide for people with disabilities](#) created by "Aktion Mensch" provides information and addresses for people with disabilities and their families. People with disabilities and their families can find important information on the website. This covers the following topics on living with disabilities and is written in simple and easy-to-read German:

- School
- Work
- Leisure
- Accessibility
- Rights
- Housing
- Advice
- Health and long-term care insurance and much more

Women

Advisory services for women



Equal Opportunities Officer in the District and Women's Office of the District of Alzey Worms

In Germany, the rights of all people living in Germany are enshrined in the Basic Law (Grundgesetz). Women in Germany have the same rights as men. The Protection Against Violence Act protects women against domestic violence.

In the District of Alzey-Worms, there is an Equal Opportunities Officer who works at the District Administration of Alzey-Worms, as well as other responsible persons in various municipalities, who handle all women's concerns, provide advice, and network. All girls and women who feel disadvantaged in their social situation in partnerships and families, at work, in public life, or who have experienced violence and want support or advice, need information or simply want to make a complaint, can come to the Equal Opportunities Officer.

Of course, men who, for example, have problems with the reconciliation of work and family or want to contribute to more equality may also speak with the Equal Opportunities Officer.

Women's Office of the District of Alzey Worms

The Equal Opportunities Officer runs numerous seminars, further training sessions and events on a wide range of topics. You can find our current, colourful programme at: www.frauen-in-aktion.de. Women's groups and associations, organisations are invited to cooperate, as are "non-organised" women who would like to get involved and participate in the women's network. We advise that you make an appointment, as the office may not always

be staffed due to external appointments.

Equal Opportunities Officer for the Labour Market and Immigration Officer for the Job Centre Alzey Worms

In addition to the District Administration, the Alzey Worms Job Centre also works with an Equal Opportunities Officer for the labour market and an Immigration Officer. Ms Kerstein Adjalian is also the contact person for recognised migrant women and Immigration Officer for the Alzey-Worms Job Centre. The Alzey-Worms Job Centre promotes equality between women and men through the Equal Opportunities Officer for the Labour Market (BCA)."

The Equal Opportunities Officer for the Labour Market (BCA), Kerstin Adjalian, provides advice and support to the Alzey-Worms Job Centre on issues of gender equality, the advancement of women and the reconciliation of family and work for both sexes:

She informs, advises and supports:

Jobseekers, especially those with family responsibilities
Employers and their organisations
Institutions as well as networks active in reconciling family and career
Immigration Officer
Advice on language qualifications

General integration courses funded by the Federal Office for Migration and Refugees (BAMF)

Job-specific language courses funded by the European Social Fund (ESF)


- Promotion of language courses under the new German Language Promotion Ordinance (DeuFöV)
- low-threshold language support
- Youth migration courses and literacy courses


other funding opportunities:

- Advice on the recognition of vocational qualifications under the Vocational Qualifications Assessment Act (BQFG)
- Organisation and support of events for volunteers in the network "SKEFF - Forum for Volunteers in the Social Support of Refugees"
- Initiation and submission of needs-oriented and target group-specific (educational) offers for professional and social integration
Cooperation with all network partners in the field of migration, especially with the migration counselling centres in Alzey and Osthofen

Contact: Immigration Officer - Job Centre for Labour Market Integration Alzey-Worms

 Kerstin Adjalian

 [Bleichstr. 6 - 8, 55232 Alzey](#)

 [067319507383](tel:067319507383)

 @jobcenter-Alzey-Worms.BCA@jobcenter-ge.de

For more information, see: www.jobcenter-alzey-worms.de

Literacy and language course for women

The Katholisches Bildungswerk Rheinhessen and the KEB Rheinland-Pfalz, together with the Caritas Centre Alzey, run courses in Wörrstadt that enable women to learn to read and write in small groups.

The course is aimed at women whose first language is German as well as refugee and migrant women with and without knowledge of German. It is possible to join the course at any time.

Further information on the dates, time, location and contact persons can be found on the [website of the Diocese of Mainz](#).

Breastcare App for early detection of breast cancer

Health

Health guide

Health guide for the District of Alzey-Worms

The [health guide for the District of Alzey Worms](#) provides you with the addresses of doctors, information about their services, and information about the languages spoken at their practices.

You can find helpful services with regard to health consultations in Turkish and Russian at: <http://www.patientenberatung.de/>

Health Insurance

Health insurance is compulsory in Germany. Do you have a residence permit? Then you must register with a regular health insurance scheme. An insurance card will be sent to you. Then you will get the same healthcare services as all residents in Germany.

Advice on this topic is available from the **migration advisory centres** in the District of Alzey-Worms:

- [Caritas Osthofen](#)
- [Cafe Asyl Alzey - Diakonisches Werk](#)
- FID [Alzey](#) and [Wöllstein](#)

If you have an acute illness in another country, you can also receive basic healthcare in many doctors' practices and hospitals in other countries. You can get information about this from your health insurance provider.

You can choose a general practitioner (family doctor) of your choice. Do you need specialist medical treatment? Then your family doctor will give you a referral.


Are you going to a hospital? Are you seeing a therapist? Are you going to see a doctor? Then take your insurance card with you.


Insurance card

The insurance card is very important. It means that when you see the doctor, the treatment will be paid by your insurance. The card also insures you across Europe. It is called the European Health Insurance Card (EHIC). It means you can see a doctor in all EU countries.

Are you travelling to a country outside the EU? Then you should get additional insurance. Insurance for other countries will protect you when you travel. It is called foreign health insurance (“Auslandskrankenversicherung”).

Do you want to understand the German healthcare system? This [website](#) will give you information. The information is available in German and English.

 [Here](#) you will find all the important information on the subject of health insurance in 40 languages. The website explains the different types of insurance. It will tell you what you need to look out for.

 As a refugee or asylum seeker, you are not yet covered by health insurance. You need a health insurance certificate. This will allow you to see a doctor. You can get these certificates from the [Social Welfare Office \(Sozialamt\)](#). The Social Welfare Office is located inside the District Administration in Alzey.

Contact persons for Health Insurance matters

Health insurance is compulsory in Germany. In other words: As soon as you have a residence title, you must register with the [Alzey-Worms Job Centre](#) . The address is:

 [Bleichstraße 6-8, 55232 Alzey](#)

 [067319507760](#)

You will also register yourself with a health insurance provider.


If you have done both, you will get an insurance card from the health insurance provider.


You can choose a general practitioner (Hausärztin/Hausarzt). If you need treatment from a specialist, you will receive a referral from your family doctor.

Remember to take your insurance card with you when you are treated by doctors, in hospitals or by recognised therapists.

Contact the Alzey-Worms District Administration

Social Welfare Department/Health Care Division


 [Ernst-Ludwig-Straße 36, 55232 Alzey](#) (main building)

 Opening hours: Monday to Friday 08:00 am - 12:00 pm, Monday and Tuesday 2:00 pm - 4:00 pm, Thursday 2:00 pm - 6:00 pm

 [@KrankenscheinAsylbewerber@alzy-worms.de](mailto:KrankenscheinAsylbewerber@alzy-worms.de)

Contact person:

Ms Hanf (Mon. to Fri.)

 [067314082311](#)

 [@Hanf.Manuela@Alzey-Worms.de](mailto:Hanf.Manuela@Alzey-Worms.de)

Ms Reinig (Mon., Tue., Wed., and Friday mornings)

☎ [067314082332](tel:067314082332)

@Reinig.Judith@Alzey-Worms.de

Ms Weil (Mon. to Thu.)

☎ [067314082331](tel:067314082331)

@Weil.Sigrid@Alzey-Worms.de

Emergency numbers – SOS

An emergency is an acute threat to health. Do you have an emergency? Then call an emergency doctor.

Emergency contacts

☎ Police [110](tel:110)

☎ Fire brigade, rescue service [112](tel:112)

☎ Ambulance, emergency doctor [112](tel:112)

💡 The emergency numbers will always work on mobile phones. Even if you don't have any credit/money on your phone, the number will still work!

Important information for an emergency call

- **Who** is calling (your name)?
- **Where** did the incident occur (address)?
- **What** happened?
- **How** many people are injured or sick?
- **What kind** of diseases or injuries are present?
- **Wait** for questions!

Stay calm. Speak slowly and clearly. This will help people understand you better. Do not end the conversation. Have you provided all the important information? The emergency call centre / the police will end the call.

💡 Are you going to hospital? Don't forget your ID card and your proof of arrival (Ankunftsnachweis). Are you registered with a health insurance provider? Then bring your insurance card too.

👤 As an asylum seeker, you are only allowed to go to hospital in an emergency if you do not have an insurance certificate. At the hospital, you must show your proof of arrival (Ankunftsnachweis). This will show the hospital that you are an asylum seeker. The Social Welfare Office (Sozialamt) will cover the costs.

💡 Always keep calm and speak clearly so that you can be understood. Do not end the conversation. The emergency service / police will end the call when all the necessary information has been provided.

Visiting a doctor

💡 Do you need help finding a suitable doctor? Ask your support circle, or speak to someone at the migration advice centres [Café Asyl](#), [Caritas Osthofen Migrationsberatung](#), or [FID](#)

[Migrationsberatung](#). Alternatively, you can ask for in-home support.

👤 Are you seeking asylum? Are you sick? Do you need to see a doctor? Then you will receive certificate for treatment from the [social welfare office](#) . This means your visit to the doctor will be free of charge.

👤 Do you need surgery? Is it not an emergency? Then the [Social Welfare Office](#) must approve your hospital stay. Apply for permission before you go to the hospital. Your doctor will provide you with a medical certificate. The Social Welfare Office will only cover medically necessary operations.

Medication and pharmacies/chemists


Do you need medication? Then go to your doctor. They will give you a prescription. You can get your medication with this prescription at any pharmacy. Chemist's shops are usually open from Monday to Saturday. The opening times vary according to each chemist. Do you urgently need medication at night or at the weekend? Every pharmacy has a sign with the name and address of a pharmacy that is open for emergencies. This information can also be found on the internet.

Search for emergency chemists ("Apotheken-Notdiensten")

 www.aponet.de

👤 As an asylum seeker, you can access a variety of medicines without having to pay a surcharge. Ask your doctor about it. If you do not have a prescription, you will always have to pay for the medication.

Family doctors and specialist doctors

Are you sick? Then see your Hausarzt (family doctor). You can choose your family doctor. Family doctors decide their own consultation hours. Do you need help from your family doctor? Make an appointment at .

Family doctors carry out important medical check-ups. They are your first point of contact if you are ill. They will decide which medication you need. They will also decide whether you need to see a specialist.

If necessary, your family doctor will refer you to a specialist. These can carry out special examinations.

If the office is closed, the medical on-call service will help you (Tel. [116117](tel:116117)).

💡 You can search for emergency practices [here](#). These are doctors who can help outside regular consultation hours.

Gynaecologists

It's important that women get regular check-ups from a gynaecologist. That way, these women's doctors can detect diseases as early as possible. This is called screening. You can also discuss contraception there.

Dentists

If you have toothache, you should go to the dentist. You will find an overview of dentists operating in your region [here](#).

You can obtain health insurance certificates for the dentist from the [social welfare office](#). The health insurance certificate will only be issued if the visit to the doctor is necessary.

Paediatricians

Children are typically examined by paediatricians. It is important for your children's health that they see paediatricians for regular check-ups and vaccinations.

The required preventative check-ups are called "U-Untersuchungen" and always take place at a certain time and date; they are free of charge. Please learn about these regulated, mandatory examinations with a paediatrician. You can find an overview of the paediatricians who operate in your region [here](#).

You can obtain health insurance certificates for the paediatrician from the [Social Welfare Office](#). A health insurance certificate will only be issued if the visit to the doctor is necessary.

School health examinations


Every child is examined before starting school. This examination is mandatory. As a rule, proof of this must be presented at the time of enrolment.

The main purpose of this examination is to determine whether a child needs special support and assistance in any area. The aim is to enable every child to have the school conditions they need to learn successfully. The date for the examination will be communicated by the Health Department. The examination itself takes place at the Health Department or in the schools.

You should be present so that the doctor can ask you questions and discuss the results of the examination with you. You should also take your Yellow Child Examination Booklet (also called the Health Record) with you. Please also take the vaccination certificate with you: this is also yellow. The paediatrician will check whether your child has been vaccinated. Any missing vaccinations will be discussed. The school health examination is carried out by experienced doctors and medical staff working for the Children and Youth Service. They are well trained and will be able to judge whether your child has developed appropriately for their age and will meet the demands of school or whether they may still need special support in certain areas. In this case, they will know which special support options can be accessed locally and at the various schools, and ensure that your child receives the best possible support and encouragement.

(Text modified according to: BzgA)

Voluntary consultation hours for refugees from Ukraine at the Health Department

The [Alzey-Worms Health Department](#) provides a consultation hour for advice and initial health checks at  **on Mondays from 1:30 pm to 3:30 pm**. The focus is on providing advice on publicly recommended vaccinations and examinations for contagious diseases such as tuberculosis, COVID-19, contagious jaundice, whooping cough, measles and sexually transmitted diseases. If necessary, patients can be treated further by specialists.

To avoid language problems, the Health Department (Gesundheitsamt) advises that you are accompanied by someone who can interpret if necessary. Interpreters can be requested via the

[DOOR project.](#)

The interpreting costs will be borne by the district of Alzey-Worms, but not the travel expenses incurred by you and the interpreter. If possible, the vaccination certificate or other medical documents should also be brought with you to the initial health check.

In case of acute symptoms of illness, such as cough, cold and fever, you must contact your family doctor. The appointment at the Health Department (Gesundheitsamt) will then be rescheduled.

A portal for booking appointments for the Health Department's (Gesundheitsamt) consultation hours will soon be available here. In the meantime, please make an appointment by telephone.

Registration at ☎ [067314087033](tel:067314087033) or at @ gesundheitsamt@alzey-worms.de

Social psychiatric service

The Social Psychiatric Service is a service of the Health Department. Social workers and doctors work there.

They will sit down with you if you have mental health problems. Or if such problems exist in the family or among friends or in the neighbourhood.

They will talk to you and try to help you. They can also visit you at home. If you wish, the Social Psychiatric Service will talk to people who are close to you.

The social psychiatric service specialises in mental illness and addiction. As well as in forgetfulness and other ailments of old age. They know the laws and know about available treatments. The social psychiatric service provides you with personal support.

The work of the social psychiatric service is free of charge and any discussions will be held anonymously. You do not have to tell them your name.

Don't be afraid and give them a call! Then the social psychiatric service will set aside time in which to see you.

Contact:

☎ [067314087095](tel:067314087095)

@ gesundheitsamt@alzey-worms.de

Rheinhessen-Fachklinik (RFK) Alzey: cross-cultural psychiatric outpatient clinic

The Rheinhessen-Fachklinik is a special clinic that specialises in mental and psychiatric illnesses. They also provide special trauma counselling.

You can find services and contact details under [Rheinhessen-Fachklinik Alzey](#)


The Rheinhessen-Fachklinik Alzey, a **cross-cultural psychiatric outpatient** clinic, provides psychiatric counselling and treatment for people with a migration background in their **mother tongue**.

Who is the cross-cultural psychiatric outpatient clinic aimed at?

- You live in the District of Alzey-Worms.
- You have had traumatic experiences in your home country or while fleeing.
- You find yourself in a difficult circumstances in a country that is (still) foreign to you.
- You cannot communicate well yet but need psychiatric help.
- You do not know about what our health care system can support you with.

The cross-cultural psychiatric outpatient clinic works with experienced interpreters or has its own staff with foreign language skills - including in:

- English
- Russian
- Farsi
- Arabic

Make an appointment at  [06731502000](tel:06731502000) (available by phone Mon.-Fri. 09:00 am - 4:00 pm)

TB app: The app for tuberculosis


Tuberculosis is a serious disease that may require long-term monitoring and/or treatment. You can download the app [here](#) , which explains the symptoms of tuberculosis, modes of transmission, precautionary measures, controls and treatment options in different languages.

Disabilities and health conditions

Support services are also available if you have a disability or a health condition. The [social welfare office](#) will confirm whether costs can be covered.


Contact person:

Ms. Köhm: Surnames A-J

 [067314082321](tel:067314082321)


[@Kohm.Maria@Alzey-Worms.de](mailto:Kohm.Maria@Alzey-Worms.de)

Ms. Schilling: Surnames K-L, N-O

 [067314082312](tel:067314082312)

[@Schilling.Simone@Alzey-Worms.de](mailto:Schilling.Simone@Alzey-Worms.de)


Ms. Martin, Surnames M, P-Z


 [067314082322](tel:067314082322)

[@Martin.Nicole@Alzey-Worms.de](mailto:Martin.Nicole@Alzey-Worms.de)

EuTB Advice for People with Disabilities - Participation Advice


Rhein-Main-Inklusiv e.V. Association


 St.-Georgen-Straße 21, 55232 Alzey

 [067314709720](tel:067314709720)

[@info@eutb-alzey.de](mailto:info@eutb-alzey.de)

 [Website](#)

 Availability by telephone
Monday - Wednesday & Friday 8:30 am - 5:00 pm
Thursday 1:30 pm - 5:00 pm

 Open consultation hours
Tuesday 10:00 am - 12:30 pm
Wednesday 10:00 am - 12:30 pm and 2:00 pm - 4:00 pm
Thursday 2:00 pm - 4:00 pm
Friday 10:00 am - 12:30 pm and 2:00 pm - 4:00 pm

For other individual appointments, please contact us by phone or email.
Advice available in German Sign Language (DGS) by appointment.

Special experiences with specific participation impairments

- Physical impairments
- Speech or language disorders
- Psychological impairments
- Cognitive impairments
- Multiple impairments


Special experiences with other participation impairments

- Trauma-related disorders,
- PTSD
- High sensitivity

Consultant :

Naomi Stegner:

[@n.stegner@eutb-alzey.de](mailto:n.stegner@eutb-alzey.de)

 [067314709721](tel:067314709721)

Everyday Life

Living

The [Asylum Procedure Act](#) (AsylVfG) and the [Asylum Seekers Benefits Act](#) (AsylbLG) basically stipulate that asylum seekers and those persons with exceptional leave to remain should live in residential homes. However, the individual federal states may act at their own discretion and can decide to place persons in private accommodation. In all federal states, recognised refugees may move into their own home.

When the asylum seekers arrive in the district from the initial reception centres, they first live in flats rented by the municipalities in the district and the City of Alzey, this is known as emergency accommodation. For this reason, the benefits for rent, ancillary costs and other expenses related to the flat are also not transferred to the asylum seeker entitled to benefits, but to the municipal associations.

These also apply for exemption from the GEZ fee for the flats.

In the District of Alzey Worms, asylum seekers are primarily provided with flats or rooms.

Quiet periods are from 10:00 pm to 06.00 am and apply inside the accommodation as well as everywhere in Germany. Quiet periods are also regulated by law. Loud music may not be played during this time and everyone should be quieter. You and your neighbours within the accommodation and in the neighbourhood need to adhere to rules regarding quiet periods so that we may all live together in harmony. You will find the quiet periods and other rules in the "house rules" for your accommodation. The House Rules are there to regulate how people should behave in communal settings. Please observe the house rules and always respect the rules and quiet periods.

Asylum seekers who would like to move out of their allocated flat and rent a flat themselves for special reasons must arrange this with the benefits authority in advance. €30 per month per person are withheld from the benefits that asylum seekers receive, and the electricity is paid for as what is known as a benefit in kind.

Please conserve energy and separate your waste properly. There are also instructions for this in various languages:

<https://www.migesplus.ch/publikationen/krankheit-...>

Important: In Germany, [we separate our waste](#). Please make sure that you always put waste into the correct dustbins: Paper goes into paper waste, and plastic and packaging waste go in the yellow bin. Only the remaining waste goes into the general dustbins. Please also make sure that you always put your rubbish in the correct bin. Thank you very much. Here you can find the posters on waste separation in different languages:

Information from the Rhineland-Palatinate Consumer Protection Office

The consumer protection office for Rhineland-Palatinate expressly warns against using cheap locksmith services on the internet when you are locked out of your accommodation building. You can read information provided by the Rhineland-Palatinate Consumer Protection Office here. We will publish this information in other languages shortly.

[Key services German](#)

[Key services Turkish](#)

[Key services Arabic](#)

Transport

Once you arrive, you do not have to stay cooped up in your accommodation, you can explore the area where you are staying and settle in. To move around, there are several possibilities.

Public transport

In Germany, the local public transport network is generally quite well developed. You will find buses and sometimes a railway connection in the larger towns. You can find information about timetables, planning journeys and tickets costs on the respective websites.

The [RNN tariff area](#) applies to the entire District of Alzey-Worms.

Bicycles

In the long term, buying a bicycle will work out a lot cheaper than using public transport.

Important traffic rules for cyclists (selection)

- Always cycle on the right-hand side of the road
- Do not drive side by side other vehicles, but behind each other
- If available, cycle paths must be used (also on the right side of the road in the direction of travel)
- Only children aged 11 and under are allowed to use the footpaths
- Be careful not to get your tyres caught in the railway tracks

Purchase and repairs


When buying, make sure that your bicycle is equipped as follows and is therefore roadworthy, otherwise you could be fined if you are stopped by the police:

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

Food and clothing


The most important places to go and find everyday consumer goods at very low prices are clothing stores, food banks for cheap food and social department stores where you can buy clothes, crockery and furniture, but also sports equipment and electrical appliances at very low prices. Please bring proof of identity. There are also numerous second-hand shops.


Clothing store

 [Schlossgasse 13, 55232 Alzey](#)

Die Tafel (Food Bank) - cheap food

 [Friedrichstraße 3, 55232 Alzey](#)

 [06731 5471360](tel:067315471360)

 Cheap food, seasonal items and sanitary products can also be found in discount supermarkets.

Banks and insurance

Current account

A current account is an account at a bank for bank customers for processing payments. The money on the current account is available at all times.

With a current account, you can make transfers, receive cashless payments, set up standing orders, participate in direct debit procedures, cash cheques, make cashless payments with the EC/Maestro card, withdraw cash at bank counters or ATMs and print out your account statements. Make sure that all withdrawals and payments are covered by the balance on your account.

Opening an account

Ask the Social Welfare Office (Amt für Soziale Leistungen) to issue you with confirmation that you are entitled to open an account. Make an appointment with the bank of your choice to open an account. You must bring the confirmation from the Social Welfare Office and your ID or your BüMA (asylum applicant registration certificate). If you do not speak German or English, please bring an interpreter with you.

Important notes

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 your PIN code. The PIN code is required for cashless payments and cash withdrawals at ATMs. **Be sure to store the card and PIN code separately!**

If possible, use the ATM of the bank where you have your account to withdraw money, then the withdrawal will be free of charge. If the PIN code is entered incorrectly three times at the ATM, the EC card is withdrawn and blocked. In this case, please contact your bank.

If your EC card is lost or stolen, have it blocked immediately. There is central 24-hour emergency calling for blocking for all EC cards Tel. 116 116. Enter your bank code and account number. Then contact your bank and apply for a new EC card.

Insurance

Taking out third-party liability insurance for yourself and, if applicable, for your family/children is voluntary, but very much recommended. In Germany, anyone who causes damage to a third party is liable by law to pay compensation: This applies to personal injury, damage to property and financial losses of a private nature – if you cause a traffic accident, for example, or your child accidentally breaks a window while playing with a ball. Your support network can help you choose a suitable insurance provider.

Private liability insurance - Information from Rhineland-Palatinate Consumer Protection

Rhineland-Palatinate Consumer Protection has published multilingual brochures on liability insurance. You can view or print the information by clicking on the PDF.

[PHVGerman VZRLP](#)

[PHV French VZRLP](#)

[PHV Farsi-Dari VZRLP](#)

[PHV English VZRLP](#)

Telephones and the Internet

Cell phone

There is a very large mobile phone market in Germany. There are lots of providers, and lots of different contracts and costs. In Germany, there are generally two different types of mobile phone ("Handy") contract: **Prepaid contracts** and **fixed-term contracts**.

- The prepaid contract does not have a fixed term. You add money (credit) to your phone and can use it to browse the internet or make phone calls.
- The fixed-term contract has a minimum contract period. It is usually 12 to 24 months. This contract is automatically renewed if you do not cancel. If you do not want the contract to be automatically renewed, you must cancel in writing. Pay attention to the notice period.

💡 Don't sign any contracts that you don't understand.

Do you want to sign a contract? Then check the terms and conditions carefully first. Consider whether a prepaid contract might be a better option for you.

With both fixed-term and prepaid contracts, you can choose from three options:

1. A flat rate gives you limitless phone calls, text messages and a certain amount of data when using the internet.
2. An inclusive package gives you a fixed amount of phone calls you can make and text messages you can send, as well as a fixed amount of data when using the internet, for a fixed price. When you have used up your allowance, you can get more calls, messages or data. You will usually have to pay for this.
💡 **Please note:** Many providers automatically add more data when you use up your data allowance. This additional data can cost a lot of money. So we strongly recommend that you switch off automatic addition of data. You can do this via your provider's online portal or using their hotline. Get written confirmation that automatic addition of data has been switched off.
3. You can also choose to pay for each call you make, each text message you send, and each time you use the internet. This is usually more expensive than a flat rate or an inclusive package, but it means you only pay for what you actually use. And there are no hidden costs.

💡 Your [support network](#) can help you find and agree a good contract.

Internet

Mobile internet

You have mobile internet on your phone. This is very useful. It means you can look things up online while you are out and about. For example, you can find an address. The internet costs money. The best option is to get a contract. This contract can be a fixed-term contract or a prepaid contract (see above).

💡 You don't need the internet to use Integreat.

Wi-Fi at home

If you want to use the internet at home, you will need a router. There are various companies that can sell you a router and a contract. The best way to find out about this is from your local support network.

💡 As an asylum seeker in Germany, you have no legal right to internet access (Wi-Fi) in your accommodation. So there is normally no Wi-Fi in the accommodation facilities. If there is a telephone connection in the accommodation, you have the option to sign up for a Wi-Fi contract yourself. Ask your support network to help you choose a good contract. Talk to the other people living in the accommodation about the cost. Consider whether a contract that you can terminate at any time is better than one that lasts for a long time (for example, 2 years). Before agreeing a contract, ask your accommodation facility support staff whether Wi-Fi is technically possible and how you can give the technician access the building.

Waste separation

In Germany, waste has to be separated. We supply various bins for the purpose of separating waste and these are collected regularly. Please adhere to waste separation as much of the waste is reused and plays an important role in protecting the environment.

Yellow bag:

Clean packaging made of plastic, metal and aluminium goes here. For example: Tins, milk cartons, plastic cups. The yellow sacks can be obtained free of charge at the Citizens' Centre from the registration desk at the District Administration or from the information desk at the town hall, among other places .

Blue bin:

Only paper and cardboard boxes can go in here.

Waste glass container:

Waste glass separated by colour is a much higher quality raw material than mixed-colour glass. It is therefore important to throw glass bottles and jars into the respective glass containers. Please put red, blue and yellow glass into the green glass container . You will find the glass containers at various locations in the district, please contact the associated community administration where you are registered.

Food waste bin:

Egg shells, fruit and vegetable scraps, wrapped in newspaper (not plastic).
Cooked food leftovers must be disposed of in the residual waste bin.

Residual waste bin:

Nappies, cigarette butts and any other waste that does not belong in one of the other bins.

Old clothes and shoes:

For old clothes and shoes there are containers at various places in the district. Please ask your local administration for the locations.

Bulky waste:

Large items that are no longer used (furniture, fridge, TV...) can either be collected or taken directly to the recycling centre.

Information on waste separation to print out in

[Bulgarian](#), [English](#), [Polish](#), [Romanian](#), [Russian](#), [Somali](#), [Turkish](#), [Urdu](#), [German](#), [Arabic](#), Farsi, [French](#)

Rights and responsibilities

Fundamental rights and the Basic Law (Grundgesetz)

The Basic Law (Grundgesetz)

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

🌐 You can find the Basic Law in 11 languages here: [Arabic](#), [Chinese](#), [English](#), [French](#), [Italian](#), [Persian](#), [Polish](#), [Russian](#), [Spanish](#), [Serbian](#), [Turkish](#), and [German](#).

🌐 How the German constitutional state functions is vividly illustrated in this [film](#). The film is also available in the following languages:

- [Dari](#),
- [Arabic](#),
- [English](#),
- [French](#)
- [Pashtu](#)
- [Urdu](#)

Universal Declaration of Human Rights

Human rights are important rights that apply to everyone all over the world. Human rights are rights that every person has on the basis of their humanity. They protect the dignity of every human being. They apply to every person equally. No distinction is made between anybody.

There are 30 rights. The most important are:

- All people are of equal value.
- Everyone is allowed to have their own opinion.
- All people have the right to live in peace and safety.