

Table of Contents

Welcome to Mannheim	2
The square city of Mannheim	2
About Integreat Mannheim	3
Integreat in sign language (Video)	3
First steps	4
Residence in Germany - Foreigners' Registration Office/Ausländerbehörde	4
Registration at the Citizen Service Centre	5
City-Key APP Mannheim	6
Take out health insurance	6
Open a bank account	7
Download city map	8
Living together in Germany	9
Basic Law & Fundamental Rights	9
Rule of law	10
Personal freedom	10
Equal rights for men & Women	11
LGBTIQ* - Lesbian, Gay, Bisexual, Trans*, Inter*, Queer	12
Children's rights	12
Non-violence/physical integrity	13
Freedom of religion	14
Freedom of expression	15

Welcome to Mannheim

The square city of Mannheim

Mannheim lies on the rivers Rhine and Neckar. The city is located in the **federal state of Baden-Württemberg** and has about 320,000 inhabitants. The city is connected to the city of Ludwigshafen in Rhineland-Palatinate via two bridges.

Mannheim once had a fortress. The road network around this fortress was laid out in the form of a grid. Because of this grid, the blocks of houses in the city centre are square - they are therefore called squares. Mannheim is unique in Germany as a "**square city**".



The blocks of houses in the city centre are designated with a **combination of letter and number** - for example D1 or E2. In total, there are **144 squares** between the castle and the Neckar, and between the water tower and the Kurt Schumacher Bridge.

Here you can learn more about orientation using the squares:

["What is a square city?" \(EN\)](#)

[Mannheim - City of squares \(EN\)](#)

City figures (as of 31.12.2021)

- Total population: 322.038 Inhabitants
- People with a migration background: 46,3 %

- Population density: 2207 inhabitants/km²
- Area: 144.97 km²
- Highest natural elevation: 114 m above sea level (Unterer Dossenwald, "Rheinauer Wald")

About Integreat Mannheim

Integreat is a guide to support you in your everyday life. You will find important addresses, contacts and tips to help you find your way around a new country and a new city.

This guide has several chapters. Each chapter deals with a different topic. For example, you will find information on integration courses or advice centres. The information is **constantly** being **updated** and expanded, so it's a good idea to check your mobile app often.

You can also use this app offline if you do not have internet access. When you are online again, the app will update itself.

The content of the app is managed and maintained by the City of Mannheim. You can rely on the information in Integreat.

We very much hope that we can simplify your life in Mannheim with this app!

The development and implementation of the Integreat APP was funded by the state of Baden-Württemberg and the Mannheim Integration Fund as part of the EU-REACT programme in 2022.

STADTMANNHEIM²

Beauftragter für
Integration und Migration



Baden-Württemberg

Integreat in sign language (Video)

The explanation about the Integreat app in **sign language**

You can find the **video under this link:**

[Integreat explained - Sign language \(video\)](#)



Wie funktioniert die Integreat-App? (Gebärdensprache, International Sign)

First steps

Residence in Germany - Foreigners' Registration Office/Ausländerbehörde

The **Foreigners' Registration Office** is an office that helps people who are not from Germany but want to live here. If you or someone in your family comes from another country, you may have to go there.

There you can, for example:

- Get permits to stay in Germany (residence permit and settlement permit)
- Apply for a permit to work
- Extend permission to live in Germany (issue and extend a residence permit (asylum))
- Getting help if you have fled because of war or other problems
- Exceptional permits for travelling
- Writing an invitation so that someone from abroad can come to visit (declaration of obligation)
- Getting help if you want your family to come to Germany (family reunification)
- Help for people who are studying or doing a language course in Germany (students, university applicants, visitors to intensive German courses)
- Apply for a German passport if you want to become a citizen

Important:

You must make an appointment before going to the Foreigners' Registration Office.
Who is responsible for you depends on which letter your surname begins with.

 [List of contact persons](#)

 Or you can use the digital services of the City of Mannheim via [Bürgerdienste DIGITAL](#).

Contact:

Citizens' Services, Immigration and Naturalisation

 [K 7, 68159 Mannheim](#)

 [0621 293 2692](#)

 [@auslaenderbehoerde@mannheim.de](mailto:auslaenderbehoerde@mannheim.de)

 www.mannheim.de/de/service-bieten/buergerdienste/zuwanderung-und-einbuengerung

Registration at the Citizen Service Centre

If you live in Germany, you are **obliged to register**. You must register with the Citizens' Services or the Citizens' Service of the City of Mannheim within two weeks of moving into your new home.

Obligation to re-register: even if you move to a new flat within the city of Mannheim.

Depending on the day of the week, personal visits to the Citizens' Services are possible with or without an appointment.

You can find the **opening hours** of the citizens' services with and without an appointment here:

 <https://www.mannheim.de/de/node/154921>

You can register and re-register your place of residence at all citizen services in Mannheim.

Spouses and family members with the same address can use one registration form.

Registration by one of the persons required to register is sufficient. The documents can also be submitted by one person if you authorise this person to do so.

The office will automatically deregister you from your previous home. You do not need to take care of this.

Further information, also in plain language, on registration and re-registration can be found here:

Citizen service in Mannheim

 [K7, 68159 Mannheim](#)

 Enquiries under telephone number 115

 <https://www.mannheim.de/de/service-bieten/buerger...>

City-Key APP Mannheim

The City-Key Mannheim app offers centralised access to the city's digital services

Everything at a click - services and information for everyday life and leisure.

With an app, you can easily use many of the services offered by the city of Mannheim. The app works on a mobile phone or tablet.

The following content is currently available:

- Citizens' portal - online services, for example you can apply for a parking permit online
- Participation portal - information and opportunities for citizen participation
- Appointment booking - you can make an appointment at the office. Then you don't have to wait long.
- Traffic information - including an overview of current roadworks
- rnv Online - information on local public transport in Mannheim (timetables, tickets)
- Car parks: you can see where parking spaces are still available and how to get there
- Defect notifier - report problems in the cityscape, for example bollards that have been knocked over
- Waste calendar - you can see when waste is collected from your home
- Events - from various categories such as art, culture or music
- News from the city - the latest news and information from Mannheim

Download the APP:

[Appstore](#)

[Google](#)

Take out health insurance

In Germany, **insurance is compulsory**. This means that you have to be a member of a health insurance fund to see a doctor. As soon as you have a **residence permit**, you must register with a health insurance fund. You can choose and change the health insurance company yourself. **You have a legal right to be insured.**

You will receive an insurance card from the health insurance company and are thus entitled to the same benefits as all residents in Germany. Always take your insurance card with you to your appointments with the doctors.

You can find a list of health insurance funds in Germany at:

 <https://www.krankenkassen.de>

The basic medical care provided by the health insurance fund includes:

- Services to prevent and alleviate diseases
- Services during pregnancy
- Services for the detection of diseases
- Services for the treatment of diseases

Costs

When you go to a doctor, show your insurance card. With this, most examinations are free of charge for you. You have to pay for certain preventive examinations yourself.

For therapies (for example, physiotherapy) and aids (for example, bandages) you have to pay a contribution yourself.

People who have limited funds can be exempted from this. Please ask your health insurance company about this.

The costs of dental treatments are paid by the health insurance. If a tooth needs to be renewed or replaced, you will have to pay for part of it yourself.

The costs of hospital treatment are also paid by the health insurance company. However, you have to pay a daily hospital allowance of 10 euros for each day in hospital. People who have limited funds can be exempted from this. Please ask your health insurance company about this.

Open a bank account

Why do I need a current account?

A current account is an account for people who want to make **payments via the bank**. Your money is **always available** in your current account.

With a current account you can:

- **Transfer money to another account** (bank transfer)
- **Receive money** into your own account (cashless payments) - payments from public offices/authorities/social benefits are often made cashless, i.e. transferred to a personal current account
- Set up **standing orders** if, for example, you always have to pay the same amount of money to one person once a month. For example, the money for the rent on your flat. The bank will then automatically and regularly transfer the costs from your account.
- Participate in **direct debiting**. This means that the recipient can automatically deduct money from your account. This is only possible if you authorise it in advance with your signature. For example, for a mobile phone contract.
Cashing cheques,
- making cashless **payments** with your EC/Maestro card
- **Important:** Make sure that you have enough money in your account for all withdrawals and payments.

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

How do I open an account?

Decide **which bank** you would like to have an account with.

Make an appointment to open an account.

Bring **the following documents** with you to the appointment:

- one of your identification documents: proof of arrival, residence permit, authorisation to stay, tolerated stay permit, identity card
- If no current address is noted on the legitimisation document: please bring a registration certificate or a comparable document with you
- Important: 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. Memorise the PIN code. You will need the PIN code for cashless payments and for withdrawing money from ATMs.

Be sure to keep your card and PIN code separate!

If you want to withdraw cash: It is best to use **the ATMs of the bank** where you have your account. Then the withdrawal costs nothing. If the PIN code is entered **incorrectly three times** at the ATM, the **debit card will be withdrawn and blocked**. In this case, you must ask your bank.

If your debit card is lost or stolen, have it blocked immediately. State your sort code and account number. Then ask your bank for a new EC card.



[116116](tel:116116)



Monday to Friday from 0 - 24 hrs



Download city map

For orientation in the city, it is useful to have a city map at hand.

The **MAPS-Me application** is a **free** and **offline usable application**. It also offers a navigation function. In other words: You can save locations (for example your accommodation) and be guided to an address (for example the town hall).

Offline use means that once downloaded, it will work without an active connection to the internet. This is how you get the **city map of Mannheim for offline use**:

1. Download the app MAPS.ME. You can find the app in all popular stores (Google Playstore, Apple App Store, ...). The application is free of charge.
2. Download the regional map. The city of Mannheim is located in the federal state of Baden-Württemberg (MAPS.ME, "Regierungsbezirk Karlsruhe").

Living together in Germany

Basic Law & Fundamental Rights

Germany is a democracy. This means that people in Germany are allowed to make their own decisions about their lives. They are allowed to express their opinion. And they are allowed to vote if they have German citizenship.

A democracy needs laws. That is why Germany is also a **constitutional state**. The basis for all laws is the **Basic Law**. The Basic Law contains 19 fundamental rights.

The basic rights apply to all people in Germany. The most important fundamental rights are

Protection of human dignity - Article 1

Human dignity is inviolable. It is the duty of all state authorities to respect and protect it. (...)

Right to liberty of the person - Article 2

Everyone has the right to the free development of his personality, provided he does not infringe the rights of others and does not violate the constitutional order or the moral law. (...)

Equality before the law - Article 3

(1) All persons shall be equal before the law.

(2) Men and women shall have equal rights. The state shall promote the effective realisation of equal rights for women and men and shall work towards the elimination of existing disadvantages.

(3) No person shall be discriminated against or favoured on grounds of sex, descent, race, language, nationality and origin, creed, religious or political opinion. No one may be discriminated against because of their disability.

Freedom of opinion, art and science - Article 5

(1) Everyone shall have the right freely to express and disseminate his opinions in speech, writing and pictures and to inform himself without hindrance from generally accessible sources. Freedom of the press and freedom of reporting by radio and film shall be guaranteed. There shall be no censorship. (...)

The Basic Law is also known as the **Constitution**. It contains **the rights of the people and the rights of the state**. The state may not simply rule over the people.

Important: Everyone must abide by the law. Everyone should know and understand their rights. Here you will find an explanation of basic rights in plain German:

 [The German Basic Rights \(leichte-sprache.org\)](https://www.leichte-sprache.org/)

Here you can find the Basic Law in the following languages

 [German, Arabic, English, Farsi, French, Kurdish, Russian, Spanish and Turkish.](#)

What this means for living together in Germany is explained here with examples:

 ["Democracy for me" brochure \(North Rhine-Westphalia State Office for Political Education\)](#)

Rule of law

Germany is a **democratic constitutional state**. This means that human dignity, freedom and justice are guaranteed by the **Basic Law**.

Political decisions are made by representatives of the people. The people's representatives are elected in free elections for a term of four years.

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

This principle is also known as the rule of law. An important feature of the rule of law is the separation of powers.

The rule of law means, **for example**:

If people believe that other people or the public administration are doing them an injustice, they can appeal to a **court**. The courts are **independent** of the government. This means that the government cannot dictate to the courts how they should decide.

Courts decide whether someone should be punished. Punishments include fines, community service or imprisonment. **There is no death penalty in Germany.**

The police have the task of ensuring that everyone can live in freedom and safety.

The practice of religion must not violate the law. Germany is a secular state, which means that state and religion are largely separate and the law always takes precedence over religion.

Personal freedom

All adults are allowed to make their own decisions and determine their own lives. No matter whether man or woman, young or old, with or without disabilities, no matter what skin colour or religious affiliation.

All people may do what they want as long as they obey the laws and do not restrict others in their freedom.

This means, **for example**:

All people are allowed to decide what clothes they want to wear: whether they want to wear trousers, dresses, a suit and tie, long or short skirts, tight or loose clothing, a headscarf, hat or turban.

All people may **eat** what they want and what they like. People make the decision whether to eat meat and which meat to eat all on their own. The state enforces no universally valid or religious dietary laws.

Drinking **alcohol** is permitted for adults. Drinking alcohol is prohibited for children and young people.

Every adult person may decide for himself or herself whether and whom he or she wishes to **marry**.

Every adult person is allowed to get divorced.

Unmarried couples are allowed to live together and have children.

Members of different religions and beliefs are allowed to marry and have children.

Sexual acts between adults may only take place with mutual consent. Any sexual act with children is prohibited.

Contraception is allowed for all sexes. A person's decision to use contraception must be respected.

Same-sex partnerships are accepted. Same-sex couples are allowed to marry. The rights of a civil union are similar to those of a heterosexual marriage.

All (adults) decide for themselves how and where they want to live. For non-Germans, this right may be limited until the approval of an asylum application.

Important:

One's own freedom ends where it violates the freedom or human dignity of the other person or violates laws.

Equal rights for men & Women

Women and men have the same rights. This is reflected in the laws and in daily life.

That means, for **example**:

Girls and boys go to school together and receive the same lessons. They take part in sports education together.

Both women and men are allowed to study or learn a profession. All professions are fundamentally open to both genders. Women practice, for example, as policewomen, doctors, teachers or in offices and authorities. Their instructions must be followed.

Women decide themselves which career they want to have. They can spend their money as they wish.

Women do not need to ask their husband, parents or other family members for permission to work, open a bank account, or sign contracts.

Women may dress as they wish.

Women decide for themselves who, when and if they marry.

Mothers are given extra help and support. They do not have to (and are not permitted to) work for six weeks before the birth or eight weeks after the birth. They cannot be fired from their jobs because they become mothers.

The tasks and roles in the family are not fixed.

Women participate in public life. They attend cultural, political or sports events, restaurants and bars.

Women can vote and be elected to political office.

Women and men have equal inheritance rights, daughters as much as sons.

Sexual contact, comments or solicitations are only allowed if everyone involved consents. **A "stop" or "no" is to be respected at all costs.**


The following behaviour is not allowed in Germany:

All forms of violence against women, including in marriage.

No one may be sexually harassed.

Rape, even within marriage, is forbidden.

No one must be forced to marry. The coercion of a marriage by force or threat will be prosecuted.

 As a woman, are you a victim of violence? Then you can find support at the [help hotline "Violence against women"](#). Here you can find information about [support and counselling centres in Mannheim](#).

LGBTIQ* - Lesbian, Gay, Bisexual, Trans*, Inter*, Queer

Many different people live in Germany.

They believe in different religions.

They are men or women or feel differently.

They think differently about politics.

All people have the same rights.

People with different sexual orientations or gender identities also have the same rights.

For example:

Lesbians, gays, bisexuals, transgender, intersex and queer people (LGBTIQ*).

In Germany, women are allowed to love and marry women.

Men are allowed to love and marry men.

In addition to the two genders "male" and "female", Germany has also recently introduced the third gender entry "diverse". Transgender people can have their gender entry and name changed in Germany.

Many LGBTIQ* people have come to Germany because they cannot live freely in their home country or because they were persecuted. If you have come to Germany because of this, you can find support, contacts and information from many **LGBTIQ organisations** in Mannheim.

Further information and contact points can be found here:

 <https://integreat.app/mannheim/de/beratung-hilfe/...>

Children's rights

Children and youth have rights. These rights are enshrined in the United Nations Convention on the Rights of the Child. This applies to all children and young people under the age of 18 in Germany. In addition, there are many other laws in Germany that specifically protect the lives, health and rights of children.

Counselling centres like the Child Protection Agency help when the rights of the child have been violated. The [Kinderschutzbund Mannheim](#) can also help you in [Mannheim](#).

Here you will find the rights of the child in different languages:

[German](#), [English](#), [French](#), [Italian](#), [Spanish](#), [Croatian](#), [Polish](#), [Romanian](#), [Russian](#), [Serbian](#), [Turkish](#)

The protection of children always comes first. This means, for **example**:

All children have the same rights. No matter where they live, where they come from, the colour of their skin, their parents' jobs, which language they speak, their religion, their gender, the culture in which they live, whether they have any disabilities, whether they are rich or poor.

Children have the right to a name, a birth certificate, a nationality and a family. If a child is missing any of these things, the state will help them as a general rule.

Children should be able to live with their parents, unless this places them at risk. Parents can and must provide for their children, and protect and encourage their children's health and well-being.

Children who are refugees have a right to special protection and help.

Children need to be protected in order to grow up safely.

Children can and must go to school. Education is compulsory. Parents must support their children in their schooling. In Germany, school education is free.

Children are entitled to form their own opinions.

By the age of 14 at the latest, children are allowed to decide for themselves whether they want to be part of a religion (and if so, which one).

Children should be able to develop well. Parents are responsible for this. If they need help, the state must help them, for example by providing food, clothing and a place to live.

Children whose parents are not married have the same rights as those who live with married parents.

The following behaviour is not allowed in Germany:

Children must not be neglected or abused.

Children must not be hit or abused physically or psychologically in any way.

Children must stay in school until the age of 13. If they are older, they are only allowed to work in a very limited capacity. If they work, it must not negatively affect their health and development.

Children must not be abducted or used as commercial objects.

Sexual activity with children is forbidden.

Non-violence/physical integrity

Everyone has the right to a life without violence. This means that everyone has the right to life and physical integrity. This applies to both physical and mental health. It also applies to people's private lives.

That means, for **example**:

Conflicts should be resolved without violence.

If someone needs help because of danger or conflict, they can call the police.

The instructions of the police must be followed.

Taking the law into your own hands (vigilante justice) is not allowed. A state court will decide in the case of a person's own rights being violated.

The state must act in a non-violent manner. It is only permitted to use violence in exceptional cases when all other methods have failed. There is no death penalty or corporal punishment.

Torture is forbidden.

The following behaviour is not allowed in Germany:

- To hit, injure or kill another human being. This also applies among families, in schools and on the streets.
- Taking part in a fight in which people are killed or seriously injured.
- Vendettas (blood revenge) or murder in the name of honour.
- Any kind of violence to women and children at any time, anywhere.
- Human trafficking (smuggling people), slavery or forcing people into prostitution.
- Sewing, cutting or removing female genitals.



The sewing up, circumcision or mutilation of the female genitals is also called **female genital mutilation** or **circumcision**. In Germany, this is **punishable** by law. It is also punishable if female genital mutilation is performed outside of Germany. You can get sentenced to up to 15 years in prison.

There is an official **safe conduct** from the federal government against female genital mutilation. This informs about legal consequences to protect girls abroad as well. In this way, it can help families.

You can find the protection letter [here](#). It is also available in the following languages: [English](#), [French](#), [Portuguese](#), [Arabic](#), [Amharic](#), [Farsi](#), [Indonesian](#), [Mandinka](#), [Sorani](#), [Somali](#), [Swahili](#), [Urdu](#).



Are you a victim of violence, human trafficking, mutilation, oppression, exploitation, forced marriage or prostitution?

 [Here](#) you can find **counselling centres** that offer help and support.

Freedom of religion

Religion and faith are a private matter in Germany. The state does not dictate to anyone whether and in which God one should believe. **State and religion are separate.**

That means, for **example**:

All people have the freedom to choose and practice their religion and beliefs themselves.

All people have the freedom to not follow a religion and to state that fact openly. If someone does not believe in God, they are free to state this publicly.

Members of different religions and faiths are allowed to marry each other and have children.

A marriage only counts as a legal marriage if it was concluded before the registry office. If a marriage takes place exclusively within the framework of a religion, the marriage is not legally binding in Germany.

This must be taken into account in Germany:

Religious rules or traditions must not take precedence over applicable laws. For example, one may only be married to one person. It takes a special permit to slaughter an animal.

Boys can only be circumcised if it does not negatively affect their well-being.

Many people in Germany now work to ensure that there is dialogue between religions. The aim is the peaceful coexistence of religious people, people of faith and people who do not belong to any religion.

Freedom of expression

Everyone is allowed to have their own opinion.

They are allowed to say them and pass them on. You are also allowed to express your opinion in front of many people.

All media are free.

That means that everyone can get information there.

When you express your opinion, **you** must **respect the dignity of other people**.

This means that you must not malign or hurt anyone.

That means, **for example**:

- You are allowed to criticise the government.
- You are allowed to talk about religion and criticise it.
- Artists are allowed to do special and sometimes provocative things.
Nobody is allowed to tell them how they have to make their art.
- You are also allowed to criticise the government and religions in jokes or art.

Anyone who feels slandered, insulted, defamed or whose personal honour or dignity has been violated can turn to the police or a court.

This is forbidden in Germany:

- Saying bad and false things about other people (defamation)
- Inciting people to hatred or violence against others
- Insulting or denigrating other people
- Using anti-constitutional symbols and calling for the overthrow of democracy