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## Advice Centres and Support Services

Advice from the following support services is free. This advice is given confidentially. This means that no one else will be given any information about what you discuss there. In most cases, advice can also be provided anonymously. The advice is usually given in German. If you need an interpreter: [»»How Do I Find an Interpreter?](#)

Information in 13 languages about the human body and sexual health is available at:

 [www.zanzu.de](http://www.zanzu.de)

## Self-help groups

### Self-help contact centres Kiss Mittelfranken e.V.

In a self-help group, people with the same topic (e.g. illness, disabilities, relatives, addictions, general life issues, etc.) meet.


They talk to each other about their concerns and experiences or sometimes do something together. They learn from each other and help each other. There is no professional leadership in self-help groups, no-one is allowed to decide over the others. It is very important that what is discussed in the group is not told to anyone else. The people in the group trust each other.


### We are happy to advise you:


- if you have any questions about self-help
- if you are looking for a suitable self-help group
- would like to set up a group in German or **another native language**

### Kiss Nuremberg - Fürth - Erlangen

 [Am Plärrer 15, 90443 Nuremberg](#)

 0911-2349449

 [@nuernberg@kiss-mfr.de](mailto:@nuernberg@kiss-mfr.de)

 <http://www.kiss-mfr.de>


### Telephone consultation hours:

Mon, Wed, Thu 10 am - 1 pm + 2 pm - 5 pm

Tue 2 - 5 pm

Wed 5 - 7 pm

### Opening hours Nuremberg:

 Mon, Wed 10 am - 1 pm + 2 pm - 5 pm

Thu 10 a.m. - 1 p.m.



## Medical and trauma center for refugees

The Department of Health of the city of Nuremberg, with its specialist medical unit for refugees, offers a special medical centre for refugees. The multilingual team of doctors and assistants also cares for patients in Arabic, Farsi, Russian, Turkish, English and Spanish.

Attached to a specialist medical unit for refugees is the trauma centre. Stabilisation groups and treatment programs for refugees are organised here.

### City of Nuremberg - Department of Health



#### Medical and trauma center for refugees

 3rd Floor, Lina Ammon Straße 28, 90471 Nuremberg  
 +49 (0) 911 23175100 or fax +49 (0) 911 23175106



If you have problems in the following areas, be sure to seek help. All advice centres treat your data and all of your details with strict confidentiality.

### Addiction – Alcohol, Medicines, Gambling and Drugs



#### Stadtmission Nürnberg e.V. - Addiction Treatment Centre (Suchthilfezentrum)

 Krellerstraße 3, 90489 Nürnberg  
 +49 (0) 911 37654 - 200



#### Caritas Nürnberg - Psychosocial Counselling and Treatment Centre for Addicts (Caritas Nürnberg - Psychosoziale Beratungs- und Behandlungsstelle für Suchtkranke)

 Obstmarkt 28, 90403 Nürnberg  
 +49 (0) 911 23 54 181

#### mudra Support with Drugs (mudra Drogenhilfe)

 Ludwigstr.61, 90402 Nürnberg  
 +49 (0) 911 8150 - 100

#### Lilith e.V. - Association for the Support of Women with Drug Problems (Verein zur Unterstützung von Frauen mit Drogenproblematik)

 Bogenstr. 30, 90459 Nürnberg  
 +49 (0) 911 4722 - 18

### STI – Sexually Transmitted Infections



STI stands for "sexually transmitted infection". This means infections that are usually transmitted through sexual contact with another person. For example: HIV, gonorrhoea, syphilis.

You can find information about STIs here:


 [www.zanzu.de](http://www.zanzu.de)


### City of Nuremberg - Health Department


#### AIDS Advice Centre/Advice Centre for Sexually Transmitted Infections


 Burgstraße 4, 90403 Nürnberg  
 +49 (0) 911 231-2767 or -2541

#### AIDS Support in Nuremberg-Erlangen-Fürth (AIDS-Hilfe Nürnberg-Erlangen-Fürth e.V.)

 [Entengasse 2, 90402 Nürnberg](#)

 +49 (0) 911 230 - 9035


 Anonymous advice +49 (0) 911 19411 (in German and English)


 Monday 09:00 - 20:00

Tuesday - Thursday 09:00 - 16:00

Friday 09:00 - 14:00


### **Nuremberg City Mission - Central Franconia AIDS Advice Centre (Stadtmission Nürnberg e.V. - AIDS-Beratung Mittelfranken)**

 [Krellerstr. 3, 90419 Nürnberg](#)

 +49 (0) 911 322500

### **Federal Centre for Health Education**

#### **Telephone Advice on HIV and AIDS**

 +49 (0) 1805 555444


 Monday - Thursday 10:00 - 22:00

Friday - Sunday 10:00 - 18:00


## **Hospitals**


### **Hospitals and Clinics in Nuremberg**

#### **Cnopf'sche Children's Clinic/Hallerwiese Clinic (Cnopf'sche Kinderklinik/Klinik Hallerwiese)**

 [St.-Johannis-Mühlgasse 19, 90419 Nürnberg](#)


 (Cnopf'sche Children's Clinic) +49 (0) 911 334002

 (Hallerwiese Clinic) +49 (0) 911 334001

 Straßenbahn 6, Hallerstr.


Tram 4 and bus 36, Hallertor

Bus 34, Lange Zeile

 [www.klinik-hallerwiese.de](http://www.klinik-hallerwiese.de)

#### **Nuremberg Clinic (Klinikum Nürnberg)**


 [Prof.-Ernst-Nathan-Str. 1, 90419 Nürnberg](#)

 +49 (0) 911 3980

 Emergency medical care 24 hours a day.


 U-Bahn 3, Friedrich-Ebert-Platz

Bus 34, Nord Clinic


 [www.klinikum-nuernberg.de](http://www.klinikum-nuernberg.de)

#### **South Nuremberg Clinic (Klinikum Nürnberg Süd)**

 [Breslauer Str. 201, 90471 Nürnberg](#)

 +49 (0) 911 3980


 Emergency medical care 24 hours a day.


 Bus 56, Klinikum Süd

 [www.klinikum-nuernberg.de](http://www.klinikum-nuernberg.de)


#### **Martha-Maria Hospital (Krankenhaus Martha-Maria)**


 [Stadenstr.58, 90491 Nürnberg](#)


 +49 (0) 911 9590


 Bus 46, Martha-Maria-Krankenhaus

### St. Theresien Hospital

 [Mommsenstr. 24, 90491 Nürnberg](#)

 +49 (0) 911 56990


 Open 24 hours a day, including public holidays.


 U-Bahn 2, Nordostbahnhof


Bus 46, Theresien-Krankenhaus

## Women's Health

### Health Centre for Women and Young Girls (Frauen- und Mädchen-Gesundheitszentrum Nürnberg e.V.)

 [Fürther Str. 154, 90429 Nürnberg \(Rückgebäude\)](#)

 +49 (0) 911 328262


 Monday 10:00 - 12:00


Tuesday 14:00 - 16:00


Thursday 15:00 - 17:00

Advice on sexuality, relationships and family planning:

### pro familia Nürnberg e.V.

 [Tafelfeldstr.13, 90443 Nürnberg](#)

 +49 (0) 911 555525

 Monday, Tuesday 10:00 - 13:00, 14:00 - 16:00

Wednesday 14:00 - 18:00

Thursday 10:00 - 13.00 and 14:00 - 18:00

Friday 10:00 - 13:00

## Sex Education

Sex education covers things like naming various body parts, questions on **»»family planning, contraception, sex, »»SexuallyTransmittedInfections,** and feelings/relationships.

"Zanzu – My Body in Words and Pictures" is available in 13 languages and gives information on things like the body, sexuality, infections and pregnancy

 [www.zanzu.de](http://www.zanzu.de)


Personalised advice on sexuality, relationships and family planning can be found here: **»»Before and After Pregnancy**


## Before and After Pregnancy


There are many advice centres that can help you during and after pregnancy. KoKi is the specialist centre for early support in Nuremberg. Part of its role is to refer you to other support services in the city. It provides advice and support on all aspects of pregnancy, childbirth and the first three years of life. A mobile consultation in the community accommodation offers personal advice on site.

### Youth Welfare Office of the City of Nuremberg

#### KoKi - Early Support/Coordination Centre for Child Protection

 [Dietzstr. 4, 90443 Nürnberg](#)

 +49 (0) 911 231-14803

 Hotline (available 24 hours a day) +49 (0) 911 231-3333


## The State-Recognised Pregnancy Advice Centres


Here, people of all genders can get anonymous advice on all pregnancy and family-planning issues. Advice is provided on both medical and legal matters. The advice service is also available for mothers and young families after the birth of a child and for people with an unfulfilled desire for children.

### Recognised Advice Centres

#### pro familia Nürnberg e.V.

**German Society for Family Planning, Sexual Education and Sexual Counselling**


 [Tafelfeldstr. 13, 90443 Nürnberg](#)

 +49 (0) 911 555525

#### Nuremberg City Mission (Stadtmission)

**Advice Centre for Pregnancy and Sexual Counselling**


 [Krellerstr. 3, 90489 Nürnberg](#)

 +49 (0) 911 37 654121

#### DONUM VITAE


**State-Recognised Advice Centre for Pregnancy and Sexual Counselling**


 [Königstr. 70, 90402 Nürnberg](#)

 +49 (0) 911 9928400

#### City of Nuremberg Health Department (Gesundheitsamt)


**Pregnancy Advice Centre**

 [Johannisstr. 1, 90419 Nürnberg](#)

 +49 (0) 911 231-2288

#### Zentrum Kobergerstr. e.V.

 [Koberger Str. 79 RG, 90408 Nürnberg](#)


 +49 (0) 911 361626

### Catholic Advice Centres

#### Caritasverband Nuremberg

**Catholic Advice Centre for Pregnancy and Sexual Counselling**

 [Tucherstr. 15, 90403 Nürnberg](#)

 +49 (0) 911 2354231


## Advice and Support After the Birth

There are also special advice centres for the time after the birth of your child. These centres can inform and support you on specific topics.

### Premature Birth, Medical Problems After Birth


#### Klabautermann e.V.


 Rosenberg Str. 7, 90471 Nürnberg


 +49 (0) 911 9880841


### If your child cries a lot and/or feeds and sleeps too little

#### Educational Advisory Centre at the Youth Welfare Office (Erziehungsberatungsstelle des Jugendamtes)

 Schoppershofstr. 23-25, 90489 Nürnberg


 +49 (0) 911 231- 3385 or - 2985

 Johannisstr. 58, 90419 Nürnberg

 +49 (0) 911 231- 3886 or - 3887


#### Zentrum Kobergerstraße e.V.

 Kobergerstr. 79, 90408 Nürnberg (Rückgebäude)

 +49 (0) 911 361626

#### Evangelical Family Education Centre (Evang. Familienbildungsstätte)

 Südliche Fürther Str. 20; 90429 Nürnberg


 +49 (0) 911 2747660


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»»Family Planning, Contraception and Sexual Counselling, »»Pregnancy and Birth

### Eating Disorders

#### dick und dünn e.V. - Counselling for Women with Eating Disorders (Fachberatung für Frauen mit Essstörungen)

 Kühnertsgasse 24, 90402 Nürnberg

 +49 (0) 911 471711


 Tuesday 14:00 - 16:00

Thursday 10:00 - 12:00

Answering machine in service at all other times.

#### Eating Disorder Therapy Network (Therapienetz Essstörungen GmbH)

 Am Plärrer 15, 90443 Nürnberg

 +49 (0) 911 27744910


 Monday - Thursday 08:00 - 18:00


Friday 08:00 - 16:00


### Psychology and Trauma, Acute Crises

**City of Nuremberg - Health Department  
Social-Psychiatric Service (Sozialpsychiatrischer Dienst)**

This service is for adults with mental health issues, and for their relatives

 Burgst. 4, 90403 Nürnberg

 +49 (0) 911 231- 2297

 Monday, Tuesday, Thursday 08:30 - 15:30


Wednesday 10:30 - 15:30


Friday 08:30 - 12:30

and by appointment

**City of Nuremberg - Youth Welfare Office  
Child and Youth Emergency Service (KJND), Coordination Office for Early Support (KoKi)**

 Reutersbrunnenstr. 34, 90429 Nürnberg


 +49 (0) 911 231-3333


 24 hours a day.

**Central Franconian Crisis Service (Krisendienst Mittelfranken)**

This trauma advice centre is for people with acute traumatic experiences and offers help and support when you or your relatives are suffering from feelings of isolation, anxiety, grief of suicidal thoughts. It also helps with family problems and mental health issues.


 Hessestr. 10, 90443 Nürnberg

 +49 (0) 911 4248550; 0911 42485520 (Russian); 0911 42485560 (Turkish)

 Monday - Thursday 18:00 - midnight


Friday 16:00 - midnight


Weekends and public holidays 10:00 - midnight

 Advice can be given in German, French and English

**Caritasverband Nürnberg e.V.**

**Psychological counselling for parents, children and adolescents**


 Tucherstr. 15, 90403 Nürnberg

 +49 (0) 911 2354241

**Caritasverband Eichstätt e.V.**

**Psychological counselling for parents, children and adolescents**


 Giesbertsstr. 67d, 90473 Nürnberg


 +49 (0) 911 8001109


**Stadtmission Nürnberg e.V.**

**Specialised counselling and support for people with experience of trauma**

This service is for adults with refugee backgrounds and who are dealing with mental health and/or trauma issues


 Pirckheimerstr. 16, 90408 Nürnberg


 +49 (0) 911 9359555

 [www.spdi-stadtmission-nuernberg.de](http://www.spdi-stadtmission-nuernberg.de)

**Nuremberg Trauma Support Centre (TraumaHilfe Zentrum Nürnberg e.V.)**

Advises and supports individuals (and their relatives) who are suffering from the consequences of trauma, assisting them with specific group services.

 +49 (0) 176 44752020

 Monday 14:00 - 16:00

Friday 09:00 - 12:00




Call by phone to arrange an appointment.

### **Wings of Hope Foundation of Germany (Stiftung Wings of Hope Deutschland)**

Specialist support for people with experiences of trauma

 Burgstrasse 1-3, 90403 Nürnberg, 2. Stock, Zimmer 2.16

 +49 (0) 911 2142370


## **Help for Women and Children (Experiences of Violence and Abuse)**

Crises and disputes occur in every family. But if you argue often and even experience violence, you should seek professional support. In Germany, everyone – including parents and spouses – is prohibited from physically and mentally mistreating other people and from sexually harassing and abusing other people. There are places that can advise you free of charge and with whom you can remain anonymous.

## **Children and Teenagers in Need**

### **Child and Youth Emergency Services**


Available 24 hours a day and 365 days a year, the Child and Youth Emergency Service (KJND) and the Coordination Office for Early Support (Koki) run by the City of Nuremberg offer advice on early-years assistance and support in crisis and emergency situations

 +49 (0) 911 231-3333


## **Women and Girls in Need**

Shelter and protection for women and their children who have experienced violence at the hands of a partner.

### **Women's Shelter**


 +49 (0) 911 333915

 [info@frauenhaus-nbg.de](mailto:info@frauenhaus-nbg.de)


 24 hours a day.

Free and anonymous help and support for women who have experienced stalking or violence at the hands of a partner.

### **Women's Shelter Advice Centre**

 +49 (0) 911 3788878


 [beratungsstelle@frauenhaus-nbg.de](mailto:beratungsstelle@frauenhaus-nbg.de)


 Monday, Thursday 10:00 – 14:00

Tuesday 14:00 – 18:00

Free and anonymous help and support for women who have experienced or are still experiencing violence.

### **Violence Against Women - Telephone Support Hotline (Das Hilfetelefon "Gewalt gegen Frauen")**

 +49 (0) 8000 116016

 Available 24 hours a day.

Specialist advice centre for women in forced marriages and female victims of trafficking.

### JADWIGA Nürnberg

📍 [Dammstr. 4, 90443 Nürnberg](#)  
 ☎️ +49 (0) 911 4310656  
 @ [nuernberg@jadwiga-online.de](mailto:nuernberg@jadwiga-online.de)  
 🌐 [www.jadwiga-online.de](http://www.jadwiga-online.de)

Advice centre for girls and women experiencing violence.

### Nuremberg Women's Advice Centre (Frauen Beratung Nürnberg)

☎️ +49 (0) 911 284400  
 @ [kontakt@frauenBeratung-nuernberg.de](mailto:kontakt@frauenBeratung-nuernberg.de)  
 🕒 Monday - Friday 10:00 - 14:00  
 🌐 [www.frauenberatung-nuernberg.de](http://www.frauenberatung-nuernberg.de)

## Boys in Need (Jungen in Not)

### Nuremberg Centre for Boys (Jungenbüro Nürnberg)

📍 [Allersberger Straße 129, 90461 Nürnberg](#)  
 ☎️ 0911 528147 - 51  
 @ [info@jungenbuero-nuernberg.de](mailto:info@jungenbuero-nuernberg.de)  
 🌐 [www.jungenbuero-nuernberg.de](http://www.jungenbuero-nuernberg.de)  
 🕒 Telephone hotline hours:  
 Monday 15:00 - 16:00  
 Thursday 13:00 - 14:00

## People Living with Disability

The following services are free of charge for you, and they are required maintain confidentiality (what you tell them stays secret). The advice session is given in German. Please bring an interpreter with you: [»»How Do I Find an Interpreter?](#)

### Advice and Services for People Living with Disabilities

Association for People Living with Physical Disabilities:

### noris inklusion gGmbH

📍 [Bertolt-Brecht-Str. 6, 90471 Nürnberg](#)  
 ☎️ +49 (0) 911 98185101  
 🌐 [www.noris-inklusion.de](http://www.noris-inklusion.de)

One of the many thing you can do here is apply for your disabled person's pass or parking permit. You can also get support on issues relating to work and disability:


### Bavarian Family and Social Centre (Zentrum Bayern Familie und Soziales)

📍 [Bärenschanzstraße 8a, 90429 Nürnberg](#)  
 ☎️ +49 (0) 911 9280  
 🌐 [www.zbfs.bayern.de](http://www.zbfs.bayern.de)

Advice, support and information for people living with disabilities. The support covers issues such as paying for inpatient care, accommodation (nursery schools, hostels, workshops...):


### **Nuremberg Service Centre (ServiceZentrumNürnberg)**


 [Wallensteinstraße 61-63, 90431 Nürnberg](#)

 +49 (0) 911 60066980

Advice and Meetup Centre for People Living with Visual Impairments:

### **Bavarian Association for People Living with Blindness and Visual Impairments (Bayerischer Blinden- und Sehbehindertenbund e.V.)**

 [Bahnhofsplatz 6, 1. Stock, 90443 Nürnberg](#)


 +49 (0) 911 236000

 [www.bbsb.org](http://www.bbsb.org)

Specialising in support for people with learning difficulties:

### **Community Support - Lebenshilfe Nürnberg**

 [Fürther Straße 212 D1, 90429 Nürnberg](#)

 +49 (0) 911 587930

 [www.lhnbg.de](http://www.lhnbg.de)


## **Advice Centre for Children**


Are you worried about your child's development? Has your child already been diagnosed with a developmental disorder or disability? Or is your child chronically ill? Then the following advice centres can help you:

Central advice centre for children with disabilities and developmental delays:

### **City of Nuremberg Health Department (Gesundheitsamt Stadt Nürnberg, ZEBBEK)**

 [Health Department \(Gesundheitsamt\), Burgst. 4, 90403 Nürnberg](#)


 +49 (0) 911 231-2764, -3807 oder -3101

 [www.gesundheit.nuernberg.de](http://www.gesundheit.nuernberg.de)

Help and support for children (0-6 years old) with disabilities and developmental delays, and for those children's parents:

### **Early Years Support from Lebenshilfe Nürnberg (Frühförderung der Lebenshilfe Nürnberg)**

 [Krelingstr. 41- 42, 90408 Nürnberg](#)


 +49 (0) 911 58793411

 [www.lhnbg.de](http://www.lhnbg.de)

Interdisciplinary Treatment and Advice Centre:

### **Early Years Child Support in Nuremberg (Frühförderung Kinderhilfe Nürnberg)**

 [Zerzabelshofstr. 25, 90478 Nürnberg](#)

 +49 (0) 911 4626354

## **Family and Parenting Advice Centres**

## The parenting advice centres in Nuremberg provide support:

- To parents with questions about the development and raising of their children.
- To parents with questions about partnership issues and about separation and divorce.
- To families with internal conflicts.
- To adolescents and young adults, to people with self-esteem problems or anxiety, and to people with conflicts within the family,
- at their school or place of education, and for people with problems in their peer group.
- To people experiencing abuse or sexual abuse.

### City of Nuremberg

📍 [Philipp-Koerber-Weg 2, 90439 Nürnberg](#)  
 ☎️ 0911 231-23050  
 @eb-philippkoerberweg@stadt.nuernberg.de

📍 [Furreuthweg 95, 90451 Nürnberg \(Eibach\)](#)  
 ☎️ 0911 644094  
 @eb-fuerreuthweg@stadt.nuernberg.de

📍 [Johannisstraße 58, 90419 Nürnberg](#)  
 ☎️ +49 (0) 911 231-3886 und 231-3887  
 @eb-johannisstrasse@stadt.nuernberg.de

### City Mission (Stadtmission)

Parenting, couples and life-skills advice and counselling

📍 [Rieterstr. 23, 90419 Nürnberg](#)  
 ☎️ 0911 352400  
 @eb@stadtmission-nuernberg.de

### Caritas

Psychological Advice Centre for Parents, Children and Teenagers

📍 [Tucherstr. 15, 90403 Nürnberg](#)  
 ☎️ +49 (0) 911 2354241  
 @erziehungsberatung@caritas-nuernberg.de

📍 [Giesbertsstr. 67b, 90473 Nürnberg](#)  
 ☎️ +49 (0) 911 8001109  
 @erziehungsberatung@caritas-nuernberg-sued.de

An English flyer with information on the parenting and family advice centres of the City of Nuremberg can be found here:»»[Psychological Advice Centres for Parents, Children and Teenagers](#)