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StädteRegion Aachen



Important offices

Request a translator

Do you have an appointment at an office and need a translator? The <u>Municipal Integration</u> <u>Centre</u> can provide a language mediator. Ask your clerk about this.

Employment Agency

Do you have a residence permit or a tolerated stay permit? Then the **employment agency** is responsible for you. Do you want to apply for financial benefits (money) during this time? To do so, you will need to visit the relevant <u>social welfare office</u> in your local authority in person.

The Employment Agency will support you in the following areas:

- Job placement
- Recognition of qualifications
- Career choice
- Searching for a job

In some cases, the Employment Agency will also cover the costs of

- job application training,
- a skills assessment
- for vocational skills training (including language courses).

 \mathcal{O} Talk to the relevant staff at the employment agency.

There are four employment agency locations in the region:

Aachen P<u>Roermonder Str. 51, 52072 Aachen</u> **€**Link

Alsdorf

Responsible for Alsdorf, Würselen, Baesweiler and Herzogenrath Q<u>Otto-Wels-Str. 4, 52477 Alsdorf</u> Qlink

Eschweiler

♀Indestr. 4, 52249 Eschweiler
€link

Monschau, Roetgen und Simmerath

♀<u>Laufenstr. 84, 52156 Monschau</u> **♀**<u>Link</u>



Stolberg

♀ Rathausstr. 46-48, 52222 Stolberg **♀**Link

Job centre

Do you have secure residence status? And you are unemployed? Or your income is not enough to live on? Then the job centre is responsible for you. The job centre will support you with the following issues:

- Unemployment registration
- Job placement
- case management
- Granting benefits

Here you can find all job centres in the region:

Aachen

Qut-Dämme-Straße 14, 52070 Aachen

@jobcenter-Aachen@jobcenter-ge.de

Link

Alsdorf

Responsible for Alsdorf, Würselen, Baesweiler and Herzogenrath P<u>Hubertusstr. 2, 52477 Alsdorf</u> Plink

ℰEschweiler Prosenallee 28, 52249 Eschweiler Seine

Simmerath / Monschau / Roetgen



♀ Hauptstraße 95, 52152 Simmerath
 ♀ link

Stolberg ♀<u>Kaiserplatz 5 und 6, 52222 Stolberg</u> **♀**<u>link</u>

Office for Children, Youth and Family

The Youth Welfare Office helps parents, their children and young people. You can contact the Youth Welfare Office free of charge. Children and young people can also contact the Youth Welfare Office if they have problems. \bigcirc Discussions with the Youth Welfare Office are confidential.

This is what the Youth Welfare Office does:

- Helps young people in their development
- Advises and supports parents on parenting issues
- Protects children and young people
- Positive living conditions for young people and families
- Prevention and reduction of disadvantages

This is what the Youth Welfare Office does in the area of administration:

- Guardianships and curatorships
- Advance maintenance payments
- Economic youth welfare
- Recognition of paternity for parents who are not married

The Youth Welfare Office is also responsible for unaccompanied minors with refugee and migrant backgrounds. The Youth Welfare Office works together with many social organisations. These organisations offer rooms and care. They can also assume guardianship for the young people.

You can find the youth welfare office in your municipality here:

♣Aachen
 ♥ Mozartstraße 2-10, 52058 Aachen
 ⊕Link

&Baesweiler, Monschau, Roetgen, Simmerath

Youth welfare office of the StädteRegion Aachen



♀<u>Zollernstraße 10, 52070 Aachen</u> **♀**<u>link</u>

Alsdorf

♀<u>Hubertusstraße 17, D-52477 Alsdorf</u> €<u>Link</u>

Eschweiler

♥ Johannes-Rau-Platz 1, 52249 Eschweiler
 ♥Link

♣Herzogenrath
 ♥ Rathausplatz 1, 52134 Herzogenrath
 ⊕Link

Stolberg

♀ Frankentalstraße 16, 52222 Stolberg **♀** Link

Würselen

♥ Morlaixplatz 1, 52146 Würselen
♥ Link

Immigration office

This is what the Foreigners' Registration Office does:

- advises on questions relating to immigration law
- advises on the subject of integration, for example §25a & §25b AufenthG
- issues residence permits
- authorises employment (this is a work permit = you are allowed to work)
- decides on deportation or requests voluntary departure
- takes over parts of the asylum procedure
- issues: replacement documents for passports and Duldungen
- participates in the visa procedure

Further information can be found under Residence and Law.

You can book appointments here.

&You can find the Foreigners' Registration Office here:

Hackländerstraße 1, 52064 Aachen
 +49 (0) 24151985600
 auslaenderamt@staedteregion-aachen.de



teRegior

€ <u>Link</u>

&Here you can find the information centre in the arcades:

♀<u>Trierer Straße 1, 52078 Aachen</u> **♀**<u>Link</u>

Citizen service/ registration office

The Citizen Services department is a centre where important documents are created. This department is also responsible for many other areas.

Here is a list of the areas for which the Citizen Services department is responsible:

- Registration and re-registration
 - If your address changes.
- You can get an identity card or passport there.

Have notarisations issued.

• You need notarisations if, for example, a signature needs to be checked for authenticity. Certificate of good conduct

- You need a certificate of good conduct for some professions. This enables you to prove that you have never broken the law.
- Register the birth of your child.
- Have a certificate of marriage issued.
- Have your address changed on important documents.

Registration certificate and information from the register of residents

- These certificates indicate where someone lives.
- If you want to change your name.
- You can also apply for naturalisation there.
 - This is an application with which you can obtain German citizenship. You must fulfil certain requirements for this.

You can find the Citizens' Services department in every municipality at StädteRegion. Sometimes this department is also called the Residents' Registration Office.

You can find the citizens' service in your municipality here:

Aachen

There are many service centres in the city of Aachen . You can find more information in the link.

Alsdorf

Hubertusstraße 17, 52477 Alsdorf
Website of the city Alsdorf



✤Baesweiler
 ♥ Mariastraße 2, 52499 Baesweiler
 ♦ Service portal of the city Baesweiler

Eschweiler
 Johannes-Rau-Platz 1, 52249 Eschweiler
 Citizen portal of the city Eschweiler

Herzogenrath
 Rathausplatz 1, 52134 Herzogenrath
 Service portal of the city Herzogenrath

Monschau
 Laufenstraße 84, 52156 Monschau
 Citizen portal of the city Monschau

Roetgen

♥ Hauptstraße 55, 52159 Roetgen
♥ Citizen portal of the municipality Roetgen

Simmerath

Rathaus 1, 52152 Simmerath
Service portal of the municipality Simmerath

Stolberg

♀ Frankentalstraße 16, 52222 Stolberg
☆ Citizen service of the city Stolberg

Würselen

♥ Morlaixplatz 1, 52146 Würselen
♥ Service portal of the city Würselen

Health department

The public health department is part of the healthcare system in Germany.

The public health department is responsible for the protection and promotion of health. For example, the public health department carries out

- Examinations by the public health officer. This is done on the orders of the authorities.
- Protecting people from infections. This is called infection control.
- Environmental hygiene (e.g. cleanliness of water)
- Examination for your child before they start school. This is called a school entrance examination



- Dental check-ups in daycare centres and schools
- Counselling and support
 - Child health
 - addiction
 - Mental health
 - Sexual health (HIV/STI)

You can find the public health department here:

Gesundheitsamt StädteRegion Aachen
 ♥<u>Trierer Straße 1, 52078 Aachen</u>
 ♥<u>Link</u>

Municipal Integration Centre

The Municipal Integration Centre (KI) advises refugees and immigrants on topics such as

- Finding a school place
- · General counselling on work, school, health and more

The KI is committed to ensuring that all refugees and immigrants have the same opportunities as everyone else in the region.

Integrationszentrum StädteRegion Aachen

 <u>Trierer Straße 1, 52078 Aachen</u>

 <u>Link</u>

✗Kommunales Integrationszentrum Stadt Aachen
 ♥ <u>Reichsweg 30, 52068 Aachen</u>
 ♥ <u>Link</u>

Social welfare office

The social welfare office in your municipality is responsible for paying social benefits if

- you are in the asylum procedure,
- · your asylum application has been rejected or
- you have a residence permit or Duldung.

You can find the social welfare office in your municipality here:

Aachen
 Hackländerstraße 1, 52058 Aachen
 Link

Alsdorf



♀ <u>Hubertusstraße 17, D-52477 Alsdorf</u>
 ♀ <u>Link</u>

Baesweiler ♀ Mariastraße 2, 52499 Baesweiler
 ♀ Link

Eschweiler

♥ Johannes-Rau-Platz 1, 52249 Eschweiler
 ♥Link

Herzogenrath
 Rathausplatz 1, 52134 Herzogenrath
 Link

Monschau

♀ Laufenstraße 84, 52156 Monschau **♀** Link

& Roetgen ♀ <u>Hauptstraße 55, 52159 Roetgen</u>
 ④<u>link</u>

Simmerath Q Rathaus 1, 52152 Simmerath
 ⊙link

₩Üürselen № Morlaixplatz 1, 52146 Würselen **№** Link

Registry office

The registry office has several tasks. Have you had a child? Then you must report the birth to the registry office. The registry office will give you the birth certificate. Would you like to get married? Then the registry office will register your marriage.

This is what the registry office does:





- Conclude marriages and partnerships
- Notarising marriages (the registry office will give you the marriage certificate)
- Notarising births (the registry office will give you the birth certificate)
- Notarisation of deaths
- Changing names

First write an e-mail to the registry office. You can also call.

You can find the registry office in your municipality here:

Aachen P<u>Bendelstraße 21, 52062 Aachen</u>
 ⊕<u>Link</u>

Alsdorf

♥ Burgstraße 17, D-52477 Alsdorf
♥ link

Baesweiler

♥ Mariastraße 2, 52499 Baesweiler
♥ link

Eschweiler

♥ Johannes-Rau-Platz 1, 52249 Eschweiler
 € Link

Herzogenrath
 Rathausplatz 1, 52134 Herzogenrath
 Iink

Monschau

♀ Laufenstraße 84, 52156 Monschau **♀** link

谷Roetgen ♀<u>Hauptstraße 55, 52159 Roetgen</u> **④**<u>link</u>



Simmerath

♀<u>Rathaus 1, 52152 Simmerath</u> **♀**<u>link</u>

Stolberg ♀<u>Frankentalstraße 16, 52222 Stolberg</u> **↩**<u>link</u>

Würselen ♀<u>Morlaixplatz 1, 52146 Würselen</u> ⊛<u>link</u>

Counselling and help

Translations for counselling and assistance

Do you have a counselling appointment and need a translator? The <u>Municipal Integration Centre</u> can provide a language mediator. Ask your counsellor about this.

Counselling for people with a history of immigration

Refugee counselling

Have you applied for asylum? Then the refugee counselling service can advise you. It can also advise you if you are in Germany and **do not** have a permanent right of residence. Counselling is free and confidential. It helps with questions such as

- The asylum procedure
- Family reunification
- The right of asylum and the right of residence
- Securing your livelihood
- Social benefits (this is money you receive from the social welfare office or job centre)
- The Asylum Seekers' Benefits Act
- The authorities: how to proceed with applications and notifications
- Health
- Offers for education
- Learning German in language courses
- Integration courses
- Work
- Leisure activities
- Problems in everyday life
- Orientation on site



Help from volunteers with technical questions

Aachen

Caritasverband für das Bistum Aachen e.V.
 Scheibenstraße 16, 52070 Aachen
 Iink

Café Zuflucht
 Jülicher Straße 114a, 52070 Aachen
 Link

Diakonisches Werk im Kirchenkreis Aachen e.V.
 Werkstatt der Kulturen
 <u>Reichsweg 30, 52068 Aachen</u>
 <u>Link</u>

Alsdorf

ABBBA e.V.
 Otto-Wels-Str. 2b, 52477 Alsdorf
 Link

Baesweiler

DRK Stadtteilbüro Haus Setterich
 Emil-Mayrisch-Straße 20, 52499 Baesweiler-Setterich
 Link

♣Anlaufstelle Baesweiler-West
 ♥<u>Roskaul 75, 52499 Baesweiler</u>
 €<u>Link</u>

Eschweiler

AWO Kreisverband Aachen-Land e. V.
 Regional refugee counselling
 Gutenbergstraße 52, 52249 Eschweiler
 Link to

Herzogenrath

Regional refugee counselling Herzogenrath
 Saarstraße 3, 52134 Herzogenrath
 Link

Stolberg

Sozialdienst katholischer Frauen e.V. Stolberg, Rheinland (SkF) Regional refugee counselling Stolberg



Birkengangstraße 5, 52222 Stolberg
 Link to

Würselen

Regional refugee counselling Würselen
 Sebastianusstraße 29, 52146 Würselen
 Link

Monschau, Simmerath and Roetgen

Regional counselling - DRK KV Städteregion Aachen e.V.
Link

Migrationsberatungsstellen für erwachsene Zugewanderte (ab 27 Jahren)

The migration counselling service (MBE) advises people,

- 1. who are 27 years old or older,
- 2. who have fled or immigrated to Germany
- 3. and who live in Germany with a permanent right of residence.

Counselling is free and confidential. It helps with the following topics:

- The right of residence
- The EU right to freedom of movement
- Family reunification
- Securing your livelihood
- Social benefits and citizen's allowance (this is the money you receive from the social welfare office or job centre)
- The authorities: how to proceed with applications and notifications
- Health
- Offers for education
- Learning German in language courses
- Integration courses
- Work
- Leisure activities
- Problems in everyday life
- · Help from volunteers with technical questions

Aachen

Caritasverband für die Regionen Aachen-Stadt und Aachen-Land e.V.
 Scheibenstraße 16, 52070 Aachen
 Iink



DRK StädteRegion Aachen
 Talstraße 2, 52068 Aachen
 Link

Werkstatt der Kulturen
 Reichsweg 30, 52068 Aachen
 Link

Baseweiler

DRK Stadtteilbüro Haus Setterich
 Emil-Mayrisch-Straße 20, 52499 Baesweiler
 Link

Eschweiler

AWO Kreisverband Aachen-Land e. V.
 Gutenbergstraße 52, 52249 Eschweiler
 Link

Würselen

Türöffner e.V.
 Bahnhofstraße 165, 52146 Würselen
 Link

Youth migration services

The youth migration services (JMD) support young migrants. These people are aged between 12 and 27. They help them to settle in Germany as quickly as possible. They support young people with the following issues:

- Questions about general orientation
- Questions about school, training and work
- Language learning
- Personal questions
- Questions about money and the law

Aachen



Caritasverband für die Regionen Aachen-Stadt und Aachen-Land e.V.
 Youth migration service
 <u>Scheibenstraße 16, 52070 Aachen</u>
 <u>Link to</u>

Alsdorf

Caritasverband für die Regionen Aachen-Stadt und Aachen-Land e.V.
 Youth Migration Service
 Otto-Wels-Str. 2b, 52477 Alsdorf
 Iink

Migration aid in the Eifel

Migration Aid helps you with these topics:

- Connecting people and communication
- Help with orientation for those affected
- Help in everyday life so that people can live independently
- Help with the asylum application. Help with preparing for the interview
- Counselling
- Help with the search for integration courses, housing and work
- Creating places where people can meet and exchange ideas

Simmerath and Monschau

Caritasverband für die Region Eifel e. V.
 Am Rathausplatz 20, 52152 Simmerath
 a.hoeth@caritas-eifel.de
 +49 (0) 1736158109
 Link

Roetgen

Caritasverband für die Region Eifel e. V.
 Hauptstraße 55, 52159 Roetgen
 You can find the contacts at the address
 Iink

Arrangement of school places

School attendance is compulsory for children and young people between the ages of 6 and 18. Compulsory schooling only begins when your child is registered at the <u>residents'</u> <u>registration office</u>.



teRegior

Has your child **never** attended school **in Germany**? Then the child must first come to the municipal integration centre (KI). This is where children are registered for a school place. The KI ensures that a school place is allocated by the school inspectorate. The families receive important information about school.

Would you like to have a school certificate from your home country recognised? You can find more information on recognition here.

Come to the appointment together with your child. Bring the following documents with you:

- The registration certificate
- The identity documents
- All of your child's documents (ID/passport. Immunisation card. Does your child have school reports? Bring these with you too).

What happens at the appointment

The counsellors will take down information about your child at the appointment. How long has your child been at school? What languages does your child speak? Does he/she also know the Latin alphabet? The counsellors will then look at which school and class your child should go to.

The counsellors will then look for suitable schools for your child.

The school will get in touch with you. They will arrange an appointment with you for an enrolment interview.

Counselling centres:

Do you live **in Aachen**? Then you can find counselling here:

Kommunales Integrationszentrum der Stadt Aachen
 <u>Reichsweg 30, 52068 Aachen</u>
 <u>+49 (0) 24143256615</u> or <u>+49 (0) 24143256618</u>
 <u>@integration bildung@mail.aachen.de</u>
 <u>elink</u>

You live **outside of Aachen in a municipality of StädteRegion**? Then you can find advice here:

Kommunales Integrationszentrum der Städteregion Aachen
 Triererstraße 1, 52078 Aachen
 Link

Make an appointment

KIM Case Management





Are you new to the Aachen region? Do you need support with your integration for a long period of time?

Then the KIM case managers are there for you.

KIM stands for municipal integration management.

KIM Case managers advise all immigrants. Their age, origin and residence status are irrelevant.

They point out different paths for the future. They also help with questions on topics such as

- work,
- school,
- language,
- health and care,
- money
- and leisure time.

Participation in KIM Case Management is voluntary and free of charge. The counselling sessions are confidential.

Together with the appropriate contact persons, the case managers will find joint solutions for you.

 \mathcal{P} <u>You can find more information here</u>. $\mathbf{\Phi}$ The site is available in many languages.

Do you live **in the city of Aachen**? Then you can find counselling here:

Municipal Integration Management City Aachen
 Hackländerstraße 1, 52068 Aachen
 Trierer Straße 1, 52078 Aachen
 +49 (0) 24143256640
 link

You live **outside of Aachen in a municipality of StädteRegion Aachen**? Then you will find counselling here:

Municipal integration management Städteregion Aachen
 Triererstraße 1, 52078 Aachen
 +49 (0) 24151984621
 Link

Baesweiler

♣Anlaufstelle Baesweiler-West
 ♥ Roskaul 75, 52499 Baesweiler
 €Link

Help for women and men



Counselling centres for women and girls

This is confidential counselling for women with problems such as in relationships and families, domestic violence and psychological problems.

Here you can find counselling centres for women and girls:

Aachen

Frauen helfen Frauen e.V.
 Theaterstr. 42, 52062 Aachen
 Link

RückHalt e. V.
 Counselling centres against sexual violence in the StädteRegion Aachen
 Franzstraße 107, 52064 Aachen
 Link to

Sozialdienst katholischer Frauen e.V. Aachen
 Wilhelmstr. 22, 52070 Aachen
 Iink

Alsdorf

Sozialdienst katholischer Frauen Alsdorf e.V.
 Luisenstraße 16a, 52477 Alsdorf
 Link

Eschweiler

Sozialdienst katholischer Frauen e.V. Eschweiler
 Peilsgasse 1-3, 52249 Eschweiler
 Link

Stolberg

Frauen für Frauen in Stolberg e.V.
 Mathiasschacht 2, 52222 Stolberg
 link



Rückhalt e.V (Location Stolberg)
 Counselling centres against sexual violence in the StädteRegion Aachen
 Rathausstraße 57, 52222 Stolberg
 link

Sozialdienst katholischer Frauen e.V. Stolberg
 Birkengangstraße 5, 52222 Stolberg
 Dink

Women's shelters

Women who experience violence in their relationship can find help at the women's shelters.

In an emergency, women can also come to the women's shelters at night and at weekends. The police (\checkmark 110) can help with making contact.

The women's shelters is also there for women who do not yet know whether they want to separate from their husband or partner. There they can calmly consider what to do next. Women can come to the women's refuge with or without their children. Any woman can come to a women's refuge, no matter where she comes from.

Here you can find women's refuges in Aachen and in the StädteRegion Aachen:

Women's and children's refuge Aachen
 <u>@frauenhaus@skf-aachen.de</u>
 <u>+49 (0) 241470450</u>
 <u>@link</u>

Women's shelter Alsdorf
 <u>frauenhaus@diakonie-aachen.de</u>
 <u>+49 (0) 240491000</u>
 <u>link</u>

Here you can find more women's shelters:

Women's refuge Düren
 @info@frauen-helfen-frauen-dueren.de
 +49 (0) 242137188
 Olink

 Sozialdienst Kath. Frauen und Männer e.V. Region Heinsberg - Women's shelter

 <u>@frauenhaus@skfm-region-hs.de</u>
 <u>+49 (0) 24319748582</u>
 <u>Eink</u>

Counselling centre for men and boys



This is confidential counselling for men with problems such as in relationships and families, domestic violence and psychological problems.

Here you will find counselling centres for men and boys:

Aachen

RückHalt e. V.
 Counselling centres against sexual violence in the StädteRegion Aachen
 Franzstraße 107, 52064 Aachen
 Info@rueckhalt-m.de
 +49 (0) 24147598501
 Link to

Specialist centre against sexual violence in the city region Aachen
 The counselling is aimed at children and young people and their relatives. Counselling is available for all age groups. Women and men can come for counselling.
 Collernstraße 10, 52070 Aachen
 Link

Stolberg

Rückhalt e. V.
 Counselling centres against sexual violence in the StädteRegion Aachen
 Rathausstraße 57, 52222 Stolberg
 <u>@info@rueckhalt-m.de</u>
 +49 (0) 24029976391
 <u>Clink to</u>

Specialist centre against sexual violence Aachen city region (Stolberg)
 The counselling is aimed at children and young people and their relatives. Counselling is available for all age groups. Women and men can come for counselling.
 Frankentalstr. 3, 52222 Stolberg
 Link

Herzogenrath-Kohlscheid

Specialist centre against sexual violence in the Aachen city region (Kohlscheid)
 The counselling is aimed at children and young people and their relatives. Counselling is available for all age groups. Women and men can come for counselling.
 Kaiserstraße 100, 52134 Herzogenrath
 Link

Health counselling

Here you will find simple and free counselling in your native language on the topics of health and medical care. Counselling is available for everyone at StädteRegion Aachen.

The counsellors

... advise you and support you in getting and staying healthy.



- ... help you to find a family doctor and a specialist.
- ... help you if you have any questions about health.
- ... help you to understand the doctor's letter correctly.
- ... help you to submit applications.
- ... refer you to suitable counselling services at StädteRegion Aachen .

... • speak German, English, Turkish, Russian, Arabic, Persian, Dari, Urdu, French, Polish and Kurdish.

Gesundheitskiosk StädteRegion Aachen
 Instagram: gesundheitskiosk_staedteregion

You can find counselling in your area here:

Aachen

Gesundheitskiosk the StädteRegion Aachen
 Aachen Arkaden
 Triererstraße 1, 52078 Aachen
 Iink

Medinetz Aachen e. V.
 Jülicher Straße 114a, 52070 Aachen
 Iink Medinetz
 Iink Café Zuflucht

Alsdorf

 Gesundheitskiosk of the StädteRegion Aachen branch office Alsdorf
 Otto-Wels-Str. 4, 52477 Alsdorf
 Iink

Baesweiler

 Gesundheitskiosk of the StädteRegion Aachen branch office Baesweiler
 Emil-Mayrisch-Str. 20, 52499 Baesweiler
 Iink



Monschau

 Gesundheitskiosk of the StädteRegion Aachen branch office Monschau
 Am Handwerkerzentrum 1, 52156 Monschau
 Iink

Roetgen

 Gesundheitskiosk of the StädteRegion Aachen branch office Roetgen
 Hauptstraße 55, 52159 Roetgen
 Iink

Stolberg

 Gesundheitskiosk of the StädteRegion Aachen branch office Stolberg
 Kaiserplatz 6, 52222 Stolberg
 Iink

Würselen

 Gesundheitskiosk of the StädteRegion Aachen branch office Würselen
 Lindenplatz 24, 52146 Würselen
 link

Counselling in the event of discrimination

Equal Opportunities Officer

The equal opportunities officers are committed to ensuring that the constitutional requirement of equal rights for women and men is also implemented in the City Region Aachen.

Here you can find all the equal opportunities officers in the region:

Equal Opportunities Officer of the StädteRegion Aachen
 Zollernstraße 10, 52070 Aachen
 gleichstellung@staedteregion-aachen.de
 link



Equal opportunities officer of the Aachen (FB 01/500)
 Johannes-Paul-II.-Straße 1, 52058 Aachen
 @gsb@mail.aachen.de
 Iink

Equal opportunities officer of the city Alsdorf
 Hubertusstraße 17, 52477 Alsdorf
 Link to

Equal opportunities officer of the city Baesweiler
 An der Burg 3, 52499 Baesweiler
 Iink

Equal opportunities officer of the city Eschweiler
 Johannes-Rau-Platz 1, 52249 Eschweiler
 @sigrid.harzheim@eschweiler.de
 Link to

Equal opportunities officer of the city Herzogenrath
 Rathausplatz 1, 52134 Herzogenrath
 birgit.m.kuballa@herzogenrath.de
 link

Equal opportunities officer of the city Monschau
 Laufenstraße 84, 52156 Monschau
 mt.maassen@stadt.monschau.de
 link

Equal opportunities officer of the municipality Simmerath
 Rathaus 1, 52152 Simmerath
 monika.johnen@gemeinde.simmerath.de
 Link

Equal opportunities officer of the city Stolberg
 Frankentalstraße 3, 52222 Stolberg
 gleichstellung@stolberg.de
 link

Equal opportunities officer of the city Würselen
 Morlaixplatz 1, 52146 Würselen
 Silke.tamm-kanj@wuerselen.de



€<u>Link</u>



Further advice centres

Counselling for LGBTIQA+

 \mathbf{O} LGBTIQA+ = lesbian, gay, bisexual, trans*/transgender, inter*/intersexual, asexual and/or queer

Many different people live together in Germany. They have different religions. They are of different genders. They come from different countries. They have different political views. All these people live together in peace. They have the same rights.

This also applies to people with different sexual orientations or gender identities. They have the same rights in Germany as all other people.

You can find advice centres here:

Rainbow Aachen e.V.
 Jakobstraße 161, 52064 Aachen
 Link

Queerreferat an den Aachener Hochschulen e.V.
 Contact point for students
 Gerlachstraße 14, 52064 Aachen
 Iink

Knutschfleck Aachen e.V.
 Youth group for lesbians, gays, queer*, bi-, trans- and intersexuals between 14 and 27 years of age
 Jakobstraße 161, 52064 Aachen
 Iink

trans*unity Aachen
 TIN* Self-help group (trans*, inter, non-binary)
 Jakobstraße 161, 52064 Aachen
 Iink

Counselling for people with disabilities

Anyone who is physically, mentally or emotionally disabled has a right for support. Nobody should be discriminated because of their disability. People with disabilities want to live just like non-disabled people. They want to be mobile and be able to cope with everyday life



themselves.

You can obtain advice on various topics <u>here</u>.

Consultations on disability law

The pension office StädteRegion Aachen provides advice and information on the rights of severely disabled people.

Pension office StädteRegion Aachen
 Trierer Straße 1, 52078 Aachen
 +49 (0) 24151985729
 Schwerbehindertenrecht@staedteregion-aachen.de
 Link

Advisory and coordination center for people with disabilities

The advisory and coordination centre advises on general questions relating to participation in society. The advice is aimed at people with disabilities in the city of Aachen.

City Aachen

Signpost - Strong without Islamist extremism

Wegweiser in der Region Aachen is a counselling centre for

- young people,
- parents and relatives,
- people seeking advice
- and professionals.

Some young people develop very strict and violent views. They think this is part of their religion. This is also known as radicalisation. The counselling provided by Wegweiser in der Region Aachen aims to prevent these young people from developing such views. The counselling is also intended to prevent these young people from joining violent religious groups.

Wegweiser in der Region Aachen The counselling service respects everyone's religion. However, Wegweiser in der Region Aachen is against the misuse of religion for extremism and violence.

Participation in counselling is always voluntary, confidential and free of charge.

Wegweiser in der Region Aachen helps

- young people seeking advice,
- young people who could become radicalised,



- families and friends,
- people who work in schools,
- schools,
- specialist centres,
- authorities,
- institutions,
- interested parties.

♥online chat
 ♥ Hotline: +49 (0) 24143256650
 ♥ City website Aachen Wegweiser

Monday & Wednesday: 2.00 - 4.00 pm
Tuesday, Thursday, Friday: 11.00 a.m. - 1.00 p.m.

Counselling for professional qualification

Do you have a job here in the region and want to gain further qualifications? But you don't know where to get qualified? Then you are welcome to contact the following counselling service:

▲ Qualification counselling of the Otto-Benecke-Stiftung
 ♥ Trierer Straße 1, 52078 Aachen
 @ letitia.burciu-gerth@obs-ev.de
 ↓ +49 (0) 15254589974
 ♥ The counsellor speaks German, Romanian, French and English.

Help in emergency situations

Violence against women helpline

Women who have experienced or are still experiencing violence can call this number around the clock to find a contact person. Counselling is confidential and free of charge.

 $\mathbf{\Phi}$ Women's helpline Counselling against sexual violence \mathbf{L} +49 (0) 241542220

Help hotline "Violence against women"
+49 (0) 8000116016
hilfetelefon.de

"Pregnant women in distress" helpline

To ensure that pregnant women in conflict situations can find a contact person immediately, the help hotline "Pregnant women in distress" is also available throughout the day.

<u>+49 (0) 8004040020</u>



Crisis hotline for single parents in NRW

Do you live **without a** partner and have to **bring up your children alone**? You can get psycho-social counselling here. The women and men in the counselling service are qualified. They will listen to you and listen to your worries and concerns. The counsellors will look at what you can do in your situation.

<u>+49 (0) 20182774799</u>

"Men's helpline"

Support for men in NRW who are affected by violence. This includes domestic and sexualised violence. But also stalking and forced marriage.

Counselling and help for men
 Anonymous counselling in cases of violence
 +49 (0) 8001239900
 Home Men's helpline

Help with sexual abuse
+49 (0) 8002255530
Abuse help portal

Counselling centre against sexual violence +49(0) 241542220 or +49(0) 24147598501

Care telephone

The care helpline is a service available throughout Germany for people who have questions about care. Especially for relatives who feel overwhelmed in the care situation and are in a crisis.

L<u>+49 (0) 3020179131</u> **@**i <u>nfo@weg</u> e-zur-pflege.de

Residence and asylum

General information on the Foreigners' Registration Office

For more information, please contact the <u>Foreigners'</u> Registration <u>Office (Ausländeramt) of</u> <u>StädteRegion Aachen</u>.

OYou can also book an <u>appointment</u> at the Foreigners' Registration Office here.

Issue of a residence permit

General information on residence permits

Foreigners who are **not** EU citizens need a **residence permit** to enter Germany. Would you like to stay in Germany? Then you also need a residence permit.





The residence permit stores your personal data (e.g. name, date of birth, nationality and address). It helps to identify you.

There are many types of residence permit. The <u>Aliens Office</u> (Ausländeramt) will tell you which residence title you need. The immigration office will also tell you how to apply for it.

Over the second second

You can find a list of residence permits here:

- Visa (a German diplomatic mission abroad issues the visa)
- Residence permit
- EU Blue Card
- Settlement permit
- EU permanent residence permit

Further information can be found <u>here</u>.

Note on Fiktionsbescheinigung: You will receive an Fiktionsbescheinigung if you have applied for the extension of your residence permit in good time. The Fiktionsbescheinigung is a residence permit that is valid for a certain period of time. It is valid until a decision is made on your application.

Visa

You are an EU citizen

You do not need a visa to come to Germany.

You are not an EU citizen

You need a visa to come to Germany.

There is an exception for the following countries:

- Australia
- Israel
- Japan
- Canada
- Republic of Korea
- New Zealand
- USA
- Great Britain and Northern Ireland

The embassies and consulates general of the Federal Republic of Germany are responsible for issuing visas. The diplomatic mission or consulate abroad in whose district the applicant has his/her habitual residence or domicile is responsible for issuing visas.

You can find more information <u>here</u>.





Residence permit

The residence permit is a **temporary** residence title.

You receive a residence permit for a specific purpose. For example:

- So that you can work or study in Germany.
- So that you can live with your family.
- Because you have been recognised as a refugee by the BAMF.
- Or for other legal or humanitarian reasons.

Would you like to work?

With a residence permit, you have the right to work in most cases.

Are you looking for work?

Find out from the <u>employment agency</u> (Agentur für Arbeit) or the <u>job centre</u> (Jobcenter) if you are already receiving support there.

Do you need more information?

Please contact the Foreigners' Registration Office (Ausländeramt).

Bere you will find more information on applications and deadlines.

Blue card

The EU Blue Card is a **temporary** residence permit for academics from non-EU countries who wish to work in an EU country.

The requirements are a university degree and an employment contract with a certain gross salary.

The title is valid for 4 years. Is the employment contract shorter? Then the title is valid for the duration of the employment contract plus 3 months.

An extension is possible if all requirements are met.

You can find more information <u>here</u>.

Settlement permit

The authorisation to establish a business is **unlimited**. This gives you the right to work.

Do you fulfil all the requirements? Then you will usually receive a settlement permit after 5 years of residence in Germany.

You can find more information <u>here</u>.



Please contact the <u>Immigration Office</u>.

EU permanent residence permit

The EU permanent residence permit is **not limited in time**. You can apply for a permanent residence permit if

- You are not an EU citizen,
- you have lived in Germany legally for a long time,
- you are able to earn a living,
- you are integrated.

The EU permanent residence permit is comparable to a <u>settlement permit</u>. It allows you to travel to another EU country without a visa in order to live there. However, you must then apply for a national residence permit there.

You can find more information <u>here</u>.

Please contact the <u>immigration office</u>.

Naturalisation

Do you live permanently in Germany but do not yet have German citizenship? Then you can apply for naturalisation. You must submit an application for naturalisation. From the age of 16, you can submit the application yourself. For younger foreigners, their legal representatives must apply for naturalisation.

Note: Please collect all important documents before submitting the application. This will allow the application to be completed more quickly.

Procedure

Note: You must pay a fee for the application. Check how much the application costs.

You can also submit the application online. You can first use a "quick check" online to check whether you fulfil the requirements.

You can also apply in person:

Trierer Str. 1, 52078 Aachen, Aachen Arkaden
 einbuergerung@staedteregion-aachen.de
 Monday, Tuesday, Thursday: 08:00 to 12:00
 Wednesday: 08:00 to 16:00

You can find more information <u>here</u>.

Do you have any questions? Or need more information? Please contact the Immigration Office.

EU citizens





You can find more information <u>here</u>.

Have you been living legally in Germany for 5 years? Then you can apply for the **EU permanent** residence certificate for **EU citizens and nationals of EEA states**.

You can find more information <u>here</u>.

Students

Are you travelling to Germany with a visa to study at RWTH Aachen or FH Aachen? First you must register your **place of residence** at your <u>local residents' registration office or citizens'</u> registration office. Then you can apply for a residence permit at the <u>immigration office</u>.

 \mathcal{Q} Collect **all the important documents** before submitting your application.

Please note: You will have to pay a fee for the application.

For students at the RWTH Aachen

You can find more information <u>here</u>.

For students at the FH Aachen

You can find more information <u>here</u>.

More information

Information for students

Book appointments online

Asylum and refugees

Registration for asylum seekers

Procedure

Registration \Rightarrow Initial reception centre \Rightarrow Proof of arrival \Rightarrow Central accommodation facility (ZUE) \Rightarrow Allocation \Rightarrow Shared accommodation or flat in the municipality \Rightarrow Residence permit until the decision of the Federal Office for Migration and Refugees (BAMF).

Registration for asylum seekers

After arriving in Germany, every asylum seeker must register. Without registration, residence is illegal. When you register, your personal data, photo and fingerprints are stored.

You will be registered here:





- Initial reception centre
- Anchor centre
- Immigration office
- Police

After registering, you will be assigned to an initial reception centre. A medical examination will take place there. There you will also receive **proof of arrival** (AKN). You can use this document to **apply for asylum**.

You will be accommodated in a ZUE centre. Or you will be placed in emergency accommodation.

Please note: Different regulations apply to EU citizens. Please refer to the following <u>page</u> for more information.

Allocation

The district government Arnsberg will assign you to a municipality or city. You will stay there until the BAMF has decided on your asylum application. Most people live in shared accommodation during the asylum procedure.

Application for redistribution

You cannot decide for yourself where you live during the asylum procedure. An exception to this is family reunification or taking up employment. Does your nuclear family (i.e. spouse and children up to the age of 18) live elsewhere? Then you have the option of moving. This is called **redistribution**. You must **apply** for redistribution at the district government Arnsberg. You can get help from the <u>social welfare office</u>. <u>Counselling centres</u> can also help you. Has your application been approved? Then you can move.

You can find more information here.

Residence status for asylum seekers

Everyone in Germany has an ID card. This ID helps to identify people. As an asylum seeker, you also need an ID card. This allows the authorities to recognise your status. Your status determines whether you are allowed to work or not.

There are 4 different documents:

1. proof of arrival

Status: Asylum seeker

Background: You have told the authorities that you want to apply for asylum.

The authorities have registered you in the system. However, you have not yet applied for asylum. This ID card is valid until you submit the application. You submit the application to the Federal Office for Migration and Refugees (BAMF).





2. residence permit

Status: Asylum seeker

Background: You have submitted an application for asylum.

A group of people will decide on your application. This often takes a very long time. This permit is valid until the decision is made. The BAMF decides on the asylum application. Has your application been rejected as unfounded? Then you can appeal against it. You do this at the administrative court. You are allowed to stay in Germany until the administrative court has made a decision.

This permit says whether you are allowed to work. The permit says where you can live.

- Would you like to work? Do you need a permit for this? You can get this from the immigration office. Your employer can apply for this. Or you can apply for it as an employee.
- Do you need financial help? Go to the social welfare office.



3. residence permit

&Status: Recognised refugees

Background: Your application for asylum has been accepted

The residence permit is a **temporary** residence title. It is issued for a specific purpose.

- Under certain conditions, you can later obtain a permanent residence permit (settlement permit).
- You have unrestricted access to the labour market.
- The job centre can arrange work and social benefits for you.




4. Duldung

Status: Geduldete

Background: Your application for asylum has been rejected

With an Duldung you will not be returned to your home country. The Duldung is issued for a certain period of time. Sometimes deportation is impossible for legal, factual, humanitarian or personal reasons.

- There is a general rule. This allows certain groups to be tolerated for a maximum of 3 months. You cannot be returned to your home country for this period.
- A work permit is generally required. You can apply for this at the <u>immigration office</u>.
- Do you need financial help? Go to the social welfare office



Family asylum and international protection for family members

Family asylum applies to members of a family. For this, one person entitled to asylum must be recognised as entitled to asylum. The members of the family who are in Germany are also granted asylum upon application.

Family members count as family members for the purposes of family asylum:

- Spouses and life partners
- unmarried children who are minors
- the custodial parents of unmarried minor children
- other adults who have custody of unmarried minor children
- underage unmarried siblings of minors.

The prerequisite for spouses is that

• a valid marriage already existed in the country of origin,





- the application for asylum was made before or at the same time as the person entitled to protection (at the latest immediately after entry) and
- the authorisation for protection is incontestable and cannot be revoked.

Born in Germany:

If a child is born in Germany after the parents have applied for asylum, the legislator offers the possibility of a separate asylum procedure to protect the children. This applies under certain conditions. The parents or the immigration authority must inform the Federal Office for Migration and Refugees (BAMF) of the birth. The asylum application is then automatically deemed to have been submitted. The parents can submit their own grounds for asylum for their child. If they do not do so, the same grounds apply as for the parents. If the BAMF is rejected, legal action can be taken.

To protect the child, underage children may not be returned separately from their parents if the decision is negative.

<u>You can find more information directly at BAMF.</u>

Unaccompanied refugee minors

Unaccompanied refugee minors are people who are

- are under 18 years old
- and are unaccompanied by an adult in Germany. The adult is responsible for the child

Is a refugee under the age of 18? Have they travelled to Germany unaccompanied? Then they are considered an unaccompanied minor foreigner (umA).

These young people are reported to the <u>youth welfare office</u> (Jugendamt). The youth welfare office talks to the young person. The youth welfare office establishes their age.

- The person is **under 18 years** old. Then the person is a minor. The youth welfare office takes care of this person. The Youth Welfare Office takes the person to a youth shelter.
- The person is **over 18 years** old. Then the person is of legal age. They receive a rejection notice. They are treated as an adult.

 $\ensuremath{\mathbb{Q}}$ The Youth Welfare Office will bring an interpreter to the interview.

 \Im You are not yet 18 years old on your proof of arrival? The Youth Welfare Office gives you a rejection notice? Then the Youth Welfare Office must enter a new date of birth on the notification. Only then can you have your documents changed at the <u>immigration office</u> (Ausländeramt) and the <u>social welfare office</u> (Sozialamt).

Some minors (persons under the age of 18) travel **with relatives**. This could be an uncle or aunt. They could be cousins or older siblings. Your accommodation service will report this to the Youth Welfare Office after arrival. The Youth Welfare Office will speak to the minor and the adult relatives. The Youth Welfare Office will check whether the minor can stay there. The Youth Welfare Office also decides whether a guardian should be appointed. The youth welfare office itself brings an interpreter to the interview.



 \mathcal{P} The adult relatives can also apply to the family court for guardianship themselves. The guardianship gives the relative full responsibility for the minor.

Counselling for unaccompanied refugee minors

Café Zuflucht
 Jülicher Straße 114a, 52070 Aachen
 +49 (0) 24199787735
 @info.umf@cafe-zuflucht.de
 link
 Please make an appointment in advance

What does guardianship and guardian mean?

With guardianship, a person is given full responsibility for the minor instead of the parents. This person is then the guardian of the minor.

Counselling is also available.

Residence requirement

A residence requirement means that you are assigned a place of residence. This means that your place of residence is fixed to a city or municipality during the asylum procedure. This is also stated in the document you received from the German authorities after your registration.

The residence requirement also applies to recognised refugees and to Geduldete who receive social benefits. Even after the asylum procedure has been completed.

Anyone who has been recognised in Germany since 01.01.2016 must live in a specific place for 3 years. The district government Arnsberg issues the decision on the residence requirement. Usually together with the BAMF decision.

With a residence requirement, you are allowed to move freely in Germany. **However**, you must live in the assigned location.

 $\$ The residence requirement can be changed or cancelled. You must apply for this. You can find information on this <u>here</u>.

Financial support

Asylum Seekers' Benefits Act (AsylbLG)

You receive money before you apply for asylum. You also receive money during the asylum procedure. This is regulated by the AsylbLG.

After your arrival, the initial reception centre is responsible for you. It will take care of your accommodation, food and medical care. You will receive benefits in kind and a monthly sum of money for your needs.

Are you currently in the asylum procedure? Or do you have a Duldung? Then you will receive money from the <u>social welfare office</u> (Sozialamt).



Social Security Code (SGB II)

Do you have a residence permit? Then you will receive money from the job centre (Jobcenter). You will receive a sum of money for your needs. The job centre can cover the costs of your own flat.

Refugees from Ukraine

Registration for refugees from Ukraine

 \mathcal{O} <u>Here</u> you will find questions and answers on entering the country from Ukraine. You will also find information about your stay in Germany.

The information is also available in Ukrainian and Russian.

Ukrainian refugees often live in private flats. Or they live in decentralised asylum accommodation. They are all registered with the <u>Immigration Office</u>. All Ukrainian refugees should register. Are you living privately with someone else? For example, with relatives or acquaintances? Then you must also register.

You can find more information <u>here</u>.

Information for people from Ukraine

Have you fled from Ukraine? Then you will find more information in the link. You can also contact us there.

Website immigration office

Everyday life and living

Living

Rent and rental agreement

Rental agreement

A contract with your landlord confirms that you are authorised to live in the flat. The tenancy agreement regulates your rights and obligations as a tenant. The contract also determines the amount of the rent and the deposit. You pay the deposit in advance. The tenancy agreement also states which repairs the landlord must carry out. It also states whether you are allowed to keep pets in the flat, for example. Don't understand something in the contract? Then ask your landlord.

Rent and deposit



The rent is made up of basic rent (i.e. basic rent) and ancillary costs. Details can be found in the tenancy agreement. A rental deposit is money that you give your landlord when you rent a flat. This money is security for the landlord. As a rule, the rental deposit is equal to three months' rent. If you move out and everything is in order, you will get this money back.

Basic rent

The basic rent refers to the cost of the flat excluding ancillary costs. Service charges include, for example, water, heating, water heating, caretaker and property tax. The cold rent is always lower than the warm rent.

Warm rent

The warm rent refers to the total costs for the flat. This means: basic rent plus ancillary costs. However, sometimes other costs are added to the warm rent. For example, electricity or broadcasting (radio, television).

When looking for a flat, you should always check whether the flat advert states the basic rent or the warm rent. If the additional costs are not stated, some flat offers appear deceptively favourable. You should therefore clarify in advance which costs are included in the rent.

Flat key

Keep your flat key in a safe place. Losing a key can be very expensive.

Energy costs and internet connection

You can choose any provider for electricity and internet. Ask your landlord about this.

Landlord's rights

The landlord may enter your flat under certain circumstances. You will be informed of this in advance. The landlord commissions tradesmen to carry out repairs in the flat. The tradesmen then need access to your flat. You will be informed of the appointment in advance.

Cancellation of the rental agreement

Cancellation period

The cancellation period is usually three months. Give notice in writing. Have the cancellation confirmed by your landlord.



Protection against cancellation

Your landlord cannot terminate your tenancy agreement without giving reasons.

Where can I get support?

Do you need help? You can ask someone for help. There are tenants' associations that can help.

Support from the Office

Rent assumption

If you receive social benefits, ask the job centre or social welfare office to confirm that they will cover your rental costs. If you want to move into a flat, you must pay attention to the cost limits set by the <u>job centre</u> and the <u>social welfare office</u>. If the rental costs are too high, they will not be paid. Please feel free to ask.

 \mathbb{Q} You can find the current cost limits <u>here</u>.

Steps to take when looking for accommodation

- 1. Find a suitable flat.
- 2. Have the landlord fill in the rental certificate .
- 3. Send the rent certificate to the responsible office.
- 4. Only sign the tenancy agreement once the rent has been approved by the office.

Housing benefit and housing entitlement certificate

Housing benefit (Wohngeld)

You earn little money? Do you need more money for your home? Then you can apply for housing benefit from the <u>social welfare office</u> (Sozialamt) in your local authority.

In these municipalities, you can go directly to the housing benefit office. You can enquire there. Or submit the application. Click on these links:

- City Aachen
- Social welfare office Baesweiler
- <u>Social welfare office Roetgen Citizen service</u>
- Social welfare office Würselen

Wohnberechtigungsschein

You need a **housing entitlement certificate** for certain low-cost flats. You can get one if you have special needs. This may be due to health problems, for example. Ask at the <u>social</u> <u>welfare office</u> in your local authority.



You can apply directly here:

Aachen

City Aachen

Baesweiler

Social welfare office Baesweiler

Würselen

Planning office Würselen

Monschau, Roetgen and Simmerath

StädteRegion Aachen

Broadcasting licence fee

In Germany, every household must pay a licence fee (Rundfunkbeitrag). The licence fee is used to finance public broadcasting media. For example: ARD and ZDF. You must pay the licence fee even if you do not use these channels.

Some people may be exempt from this obligation (i.e. they **do not** have to pay the licence fee). For example, if you receive money from the social welfare office or job centre. Or if you can show other reasons for exemption.

You can find more explanations about the licence fee on this website.

Bank account

You would like to open a bank account (current account)

Choose a bank and make an appointment to open an account. Bring the necessary documents with you, such as your **identity document**. Also take your **tax identification number** with you.

 \mathbf{O} Note: No current address on your ID document? Also take a **registration certificate** or similar with you.

Mobility

Bus and train

Find out about tickets and prices. The <u>company ASEAG</u> organises bus services in the city of Aachen and StädteRegion Aachen.

You must buy a ticket to travel by bus and train.



Buy a bus ticket
Buy a ticket for bus and train

 \bigcirc Do you receive money from the social welfare office or job centre? Then you can apply for a Mobil-Ticket.

Driving licence

You must always have your driving licence with you when you drive. You must also have a German translation of your driving licence with you.

Check the validity of your driving licence in Germany. You may need to have it <u>transferred</u>. Contact the <u>road traffic office</u> of the StädteRegion Aachen.

Citizen service driving licence

Carlo-Schmid-Straße 4, 52146 Würselen
 +49 (0) 24151986500
 info.fuehrerscheinstelle@staedteregion-aachen.de
 You can find more information about driving licences here

Volunteer programmes

There are organisations that offer courses for cyclists, road safety training and other courses. You will learn the rules of the road and how to use buses and trains. You often have to register for the courses and sometimes pay a fee. Please ask for more information.

Verkehrswacht Aachen e. V.
Hohenstaufenallee 3, 52064 Aachen
info@verkehrswacht-aachen.de
+49 (0) 24172433
link
Safety training for car drivers and motorcyclists
Here you will find more offers. For example, for women who want to learn to ride a bike.

Waste separation

Why separate waste?

Waste separation is mandatory in Germany. Waste separation means that you separate different types of waste. If you do not adhere to the rules on waste separation, your landlord can give you a warning. You can even lose your flat if you continue to separate waste incorrectly. Incorrect waste separation can result in costs. The landlord can charge you for these costs. In Germany, every household must sort its waste itself and throw it into different waste bins or containers.

What goes in which bin?

Waste bins in Germany have different colours. The colours show you which waste is allowed in which bin. There is a "waste calendar". The waste calendar shows you when the bins are emptied.



Waste calendar of the municipalities

Do you live in the city of Aachen? Then these links will help you:

Swaste calendar of the city Aachen

Swaste navigator of the city Aachen

You live in a municipality of StädteRegion? Then this link will help you:

StädteRegion Aachen

Types of waste bins

You can find information on the different types of waste bins here.

Provision for low income

Blackboard

In some places there is a food bank. This provides food for people with little money who receive help from the social welfare office or job centre. You need a certificate to buy food. Find out more at the <u>social welfare office</u> or <u>job centre</u>.

You can find a food bank in your municipality here:

Baesweiler

Baesweiler Tafel e.V.

Clothing and furniture

Would you like to buy cheap and second-hand items? There are second-hand shops for this.

You can find second-hand shops in your municipality here:

Baesweiler

V<u>KAB Clothes shop in Setterich</u>

Social department stores

Here you can find cheap second-hand clothes, crockery and furniture, as well as sports and electrical equipment.

You can find second-hand shops in your municipality here:

Alsdorf

Social department store Möbelchancen



Roetgen

Q<u>Alternative shop Roetgen</u>

Pets

Vets

For medical care for pets, go to a vet. Contact a veterinary practice for an appointment.

You can find vets here.

Veterinary emergency service

Solution of the emergency service for your pets here.

Vaccinations for your pet

Rabies vaccination, microchipping and a pet passport are required in the EU. You will need a pet passport if you are travelling with your pet in the EU. Has the animal already been vaccinated against rabies outside the EU? Then the effectiveness of the vaccination can also be proven by a rabies antibody test. If you have travelled to Germany with your pet, you should therefore definitely contact the veterinary office of the StädteRegion Aachen. The staff will be happy to advise you.

Contact

Office for Consumer Protection, Animal Welfare and Veterinary Services
 <u>Carlo-Schmid-Straße 4, 52146 Würselen</u>
 <u>0241/51983949</u>
 <u>@vetamt@staedteregion-aachen.de</u>
 <u>Link to</u>

Travelling with dogs and cats

Here you will find information and contacts for travelling within the EU.

Here you will find information and contacts for travelling outside the EU.

Pets and accommodation

Some types of pets are **not** allowed in many rented flats. Your <u>tenancy agreement</u> will state whether pets are allowed.

Here you will find general information on pets in Germany. The page is available in several languages.

Dogs and taxes

If you have a dog as a pet in Germany, you must register it with your local authority. You also have to pay a tax for the dog.



You can register your dog here:

- <u>Aachen</u>
- <u>Alsdorf</u>
- Baesweiler
- Eschweiler
- Herzogenrath
- Monschau
- <u>Roetgen</u>
- <u>Simmerath</u>
- Stolberg
- <u>Würselen</u>

Special features for dogs

You must generally keep dogs on a lead.

In Germany, some dog breeds are considered "dangerous". Special rules apply to these. This is regulated in the <u>state dog law NRW</u>. If you have any questions about dangerous dog breeds, compulsory use of a lead, compulsory use of a muzzle and so on, please contact the public order office.

You can find information and contacts here:

- <u>Aachen</u>
- <u>Alsdorf</u>
- Baesweiler
- <u>Eschweiler</u>
- Herzogenrath
- <u>Monschau</u>
- <u>Roetgen</u>
- <u>Simmerath</u>
- Stolberg
- <u>Würselen</u>

Special features for cats

Does your cat go outside? In some municipalities, cats must be neutered or sterilised if they are allowed to roam outside. Find out more from your local authority.

€<u>Link to</u>

Liability insurance for pet owners

If your pet injures other people or breaks something, you as the owner are responsible. Normal liability insurance is sufficient for some pets. For other pets, you need your own liability insurance. Dog liability insurance is available for dogs.



StädteRegior

In some municipalities, you must have dog liability insurance for all dogs or for some dog breeds. Ask your local authority for more information.

Learn German

Integration courses

In order to settle in and integrate well in Germany in the long term, it is advisable to attend a German course. Mastering the German language can be particularly useful for finding a job. It will also help you when accompanying your children through kindergarten and school. There are various options for how and where you can attend German courses.

Language and integration courses

- You can find an overview of current language and integration courses <u>here</u>. There you will also find contact persons and information on enrolment.
- You can find further educational programmes at Aachen on the <u>city's education portal</u> <u>Aachen</u>.
- Asylum seekers can also apply for admission to an integration course once they have submitted their asylum application to the Federal Office for Migration and Refugees (BAMF). You can download the application form <u>here</u>. The course will teach you the German language and social orientation. The costs are largely covered by BAMF. You can download the information sheet for the integration course in various languages <u>here</u>. You can find integration courses via the <u>BAMF Navi</u> find.

 \mathcal{O} You complete the course with an examination. If you pass the exam, you will receive a **certificate**.

Vocational language courses (DeuFöV)

Vocational language courses are designed to help you learn German for specific professions. This will give you a better chance of finding a job.

There are basic courses. There are also various specialised courses with different focuses. You complete each course with an exam. Have you passed the course? Then you will receive a **certificate**. You can reach different language levels in the various courses. The highest language level you can achieve is C2.

Prerequisites for participation

Would you like to take part in a vocational language course? Then you need an authorisation or an obligation.

You will receive an authorisation or commitment either from the

- job centre (Jobcenter)
- or from the Federal Employment Agency (Bundesagentur für Arbeit)
- or by <u>applying</u> to the Federal Office for Migration and Refugees (BAMF). You can find the applications there under Downloads.



Vocational language courses can be found <u>here</u>.

 \mathcal{P} You need a language level of **at least B1** to participate.

German for the Workplace

Here you can find more language courses for your job. For more information, click on the links and contact the relevant persons.

toolbox German

Aachen Chamber of Crafts

For new employees in the skilled trades who want to learn German.
 press release
 flyer with contact details

Literacy courses

You can't read or write? Don't know the Latin alphabet? Then you can learn the basics in a **literacy course**. This includes reading and writing in the German language.

A course has up to 1,300 lessons. You will learn to read and write in small groups. You will also practise speaking and understanding German. This will make your everyday life in Germany easier.

You will be tested in the placement procedure to determine whether your participation in this course is necessary.

Do you still need to learn the Latin alphabet? Then there is a separate integration course for this. This is called **a second language course**.

 \mathcal{P} You complete the course with an exam. If you pass the exam, you will receive a **certificate**.

You can find literacy courses under these links:

BAMF-Navi

Educational programmes for new immigrants

Education portal of the city Aachen

 \mathbb{Q} Note: If you cannot find a course with a certificate, you can find <u>offers from volunteers</u> here.

Language level

You can attend a German course. There are six levels: A1, A2, B1, B2, C1 and C2. You start with A1. You have C2 in your native language. The six levels mean in detail:

A1: Beginner

You can understand and use simple words and sentences. You can introduce yourself and others. You can ask questions about yourself. You can answer questions.



A person speaks slowly and clearly. You can converse with them.

A2Basic knowledge

You can understand sentences and frequently used words. You can communicate in simple, everyday situations. You can describe your background, education and environment.

B1Advanced language use

You can understand a lot. You can say something about familiar topics and personal interests. You can talk about experiences and events, dreams, hopes and goals. You can give brief reasons or explanations for plans and opinions.

B2Independent use of language

You can understand the most important content of complex texts on concrete and abstract topics. You can understand specialised discussions in your field of specialisation. You can communicate spontaneously and fluently orally. You can justify a point of view on a topical issue with advantages and disadvantages.

C1Specialised language skills

You can understand a lot of demanding, longer texts. You also grasp implicit meanings. You can express yourself clearly, in a structured and detailed manner on complex issues.

C2(Near) native speaker level

You can understand practically everything you read or hear with ease. You can summarise information from different written and oral sources. You can give reasons and explanations in a coherent presentation. You can express yourself spontaneously, very fluently, precisely and with nuance.

Learn German yourself

You can learn German yourself using your smartphone or computer. You can also use some offers free of charge. This allows you to practise German while you are waiting for a language course. The apps are a useful aid. However, they do not replace a language course or integration course.

Here is a selection of apps

For children

Deutsch für Kinder (play store) Learn German simply and playfully with pictures and games

ANTON - Lernen - Schule (play store)

Eink to

Learning maths/ German/ reading Course for newly immigrated children from grade 1 to grade 10

Amira - mehrsprachiges Leseprogramm

For multilingual (pre-)reading, playing & listening



Das Willkommens-ABC Solink Picture dictionary

M&A Lernsoftware (\bigcirc demo version) \bigcirc link

For all ages

Babbel-Sprachen lernen (play store)

Duolingo deutsch (play store)

V. (DVV). It includes a variety of online courses in the areas of **literacy**, **basic education** and **German as a target language (DaZ**).

Lern Deutsch <u>Link</u> Play at the level A1

Learn German Wlingua (play store)

Voluntary language programmes and language meetings

There are many language courses in the region Aachen. You can learn German there. These programmes are often run by volunteers. These are often people who speak German as their first language. Are you not yet able to attend an integration course? Then you can learn German at these programmes. The programmes are open to everyone. Residence status is **not** important.

 \mathbf{Q} **Please note**: There is **no** certificate for these programmes.

 \mathcal{O} Volunteers are voluntary helpers. You can find out more about volunteers here.

You can find voluntary language courses here:

Aachen

Contact
<u>@helfen@mail.aachen.de</u>

Alsdorf



Café Kiwi
 Diakonisches Werk im Kirchenkreis Aachen e. V.
 Otto-Wels-Straße 2b, 52477 Alsdorf
 Link

Eschweiler

Berg Tabor e. V.
 Indestraße 181, 52249 Eschweiler
 Link

Der Kinderschutzbund OV Eschweiler e. V.
 Franzstraße 30, 52249 Eschweiler
 Link

Monschau

Café International Monschau e. V.
 Schulstraße 6, 52156 Monschau Imgenbroich
 Link

Simmerath

Afrika Forum Aachen e. V.
 Counselling Simmerath/Monschau
 Am Handwerkerzentrum 1, 52156 Monschau
 Iink

Stolberg

Frauen für Frauen in Stolberg e. V.
 Mathiasschacht 2, 52222 Stolberg
 Link

Würselen

Förderkreis Asyl Würselen e. V.
 Aachener Straße 83, 52146 Würselen
 Link

Work and training

Finding work and training

You would like to start an apprenticeship in Germany. Or would you like to start work? You can find job adverts from many companies in the newspaper or on the Internet. For example, at the Federal Employment Agency and at various job exchanges.

Solution Search Federal Employment Agency



StädteRegior

For training and internships: ●IHK-Lehrstellenbörse NRW
●IHK-Lehrstellenbörse Deutschland
●Here you will find events on the subject of training
●Apprentice-Speed-Dating
●Apprenticeship atlas of the IHK Aachen
●Are you cancelling your studies and want to start an apprenticeship? You can find information and advice here.
●Kursnet

You can also find more search portals on the Internet.

Counselling and support

Are you looking for work or training? Do you need help with your application? Then the <u>employment agency</u> or <u>job centre</u> (Jobcenter) can help you. The <u>advice centres</u> or <u>volunteers</u> can also help you.

Training counselling of the Chamber of Crafts Aachen
 Sandkaulbach 17 - 21, 52062 Aachen
 Contact the
 Link to

Counselling for companies and refugees in training (IHK)
 Theaterstraße 6 - 10, 52062 Aachen
 Link and contact

Counselling for people with disabilities (IHK)
 ♥ Theaterstraße 6 - 10, 52062 Aachen
 ♥ Link and contact

 \mathbb{Q} You can find helpful tips for your application <u>here</u>.

On the<u>VHS- Lernportal</u> and the website of the<u>Goethe Instituts</u> you will find exercises on the subject of job applications and work in general. This will help you learn about the world of work and improve your German language skills.

Labour contract

General information on the employment contract

You have been offered a job (full-time, part-time, mini-job). This also gives you an employment contract. The employment contract regulates the most important conditions of your work. It states how much money you earn. It also states when you work and how much holiday you get. Both employees and employers must adhere to the contract. The contract becomes legally valid when you sign it. Do not sign the contract until you have fully understood its contents.



Types of employment contracts

Open-ended employment contract

An open-ended employment contract does not have a specific end date. There is usually a probationary period of 3 or 6 months. During this period, the employer can terminate the employment relationship quickly. However, you can also give notice quickly.

A permanent employment relationship begins after the probationary period. In this employment relationship, there is usually longer protection against dismissal.

Fixed-term employment contract

Do you have a fixed-term employment contract? Then your employment ends at an agreed time. It is not necessary to give notice. As a rule, you must register as a jobseeker with the <u>Employment Agency</u> 3 months before your contract ends.

Mini job

Do you work in a mini-job? Then you do not have to pay tax.

Labour law

There are many laws that regulate the rights of employees in Germany. For example:

- Regulation of working hours
- minimum wage
- Entitlement to holiday
- Protection against dismissal
- Company representation of interests (works council)
- Regulation of the work of trade unions

Over the second second

Illegal work

You have a job that is paid. But your company does not register your work with the tax office. Nor does it register your work with the health insurance fund. You therefore pay no taxes and no social security contributions. **Attention**: This is illegal work! You could face fines and imprisonment!

Do you receive social benefits or unemployment benefit? And you also work? Then you must report your work to the <u>social welfare office</u>, the <u>employment agency</u> or the <u>job centre</u>. You are working illegally if you do not report your work.

Would you like advice on labour law? Then you can find advice here.

Taxes and social security contributions



All employees in Germany pay a portion of their wages as taxes. The federal government, the federal states and cities use this to finance their expenditure. Employers are obliged to pay social security contributions for their employees. These social security contributions finance the social system in Germany. Through this system, you receive money from the state if you do not have a job.

Tax identification number

Tax identification number

The tax ID is an 11-digit number. You need the number for income tax purposes. The number is valid for your entire life. The authorities can always identify you with this number. Your place of work needs this number. You do not have this number in your documents? You can obtain the number in person from the registration office. You can <u>also request it online here</u>.

You will need the tax identification number for this:

- Employment contract
- Tax
- Open a bank account

You can find more information <u>here</u>.

You can find the tax offices here

If you live in the city of Aachen:

Tax office Aachen city

If you live in the StädteRegion Aachen (outside the city Aachen):

Tax office Aachen-county

National insurance number

National insurance number

You need a national insurance number (also known as a pension insurance number) to get a job. The number is important for social security benefits, such as unemployment benefit. You can obtain the national insurance number from your health insurance fund.

Health insurance number

There is also a health insurance number. This is a different number to the social insurance number. You get this number from your health insurance company.

Independence

Self-employment means that you open your own business. Or working as a freelancer.



Do you want to become self-employed? <u>Here you will find information in 14 languages</u>.

Are you at the job centre or employment agency? You can find counselling there.

€<u>Federal Employment Agency</u>. **○**<u>IHK</u>

Recognition of professional qualifications

Do you have a professional qualification from abroad? Have you studied abroad? Would you like to have your qualification recognised in Germany? Then you can find counselling here:

Recognition counselling
 <u>anerkennung@staedteregion-aachen.de</u>
 <u>+49 (0) 24151984650</u>
 <u>Book an appointment</u>

Q Recognition counselling and qualification counselling in NRW
 Qanerkennung@migration-arbeitswelt.de
 +49 (0) 2211356480
 Link

Recognition procedure for skilled crafts professions (<u>Chamber of Skilled Crafts Aachen</u>)
 +49 (0) 241471144
 +49 (0) 241471161
 Link
 The checklist is available in Turkish and Arabic.

BIHK

You can find more information and links on recognition in Germany here. The IHK offers counselling if you have an industrial-technical or commercial qualification. (Pyou can also find explanatory videos in English, Polish, Russian and Turkish on the website.

You **do not** have a vocational qualification, but you have worked in the skilled trades for many years. You would also like to have your experience and skills recognised. You can find advice on recognition here:

Validation procedure(<u>Chamber of Crafts Aachen</u>)
 +49 (0) 241471164
 Link

You can find more information here

Anerkennung in Deutschland
 anabin



Hotline "Arbeiten und Leben in Deutschland"

 \mathcal{P} Do you have questions about the recognition of **school certificates**? <u>Then click here</u>.

Education

Types of training

Dual training

You need an apprenticeship for many professions in Germany. An apprenticeship can last between two and four years. This depends on the training occupation. During your apprenticeship, you will learn the theory at vocational school. But you also learn the practical work in your company. You will receive money during your training (this is called a training allowance). This training is also called "dual training".

Final examination

At the end of the apprenticeship, you take an examination (the final examination). If you pass the exam, you can work in the profession. There is no age limit for an apprenticeship.

Part-time training

Part-time training is vocational training in which working hours are reduced.

This is a good solution for people who have little time. (For example, if people have to look after children, care for parents or do a language course).

The training takes place at two locations. One place is the vocational school. This is where you learn a lot for your job. Another place is the company. This is where you work.

With part-time training, you work less in the company. This gives you more free time. You still get a vocational qualification.

You can find more information here.

More opportunities with vocational training

A successful apprenticeship with a qualification offers you many opportunities on the labour market. You can also use it to start a degree programme. Or you can gain further qualifications in your profession. For example, at a master craftsman school.

 \mathbb{Q} Are you looking for an apprenticeship? <u>You can find more information here</u>.

School-based training

In a school-based apprenticeship, you only learn at a vocational school. There you will learn theory and practice. School-based training usually lasts 2 to 3.5 years. Lessons take place



StädteRegion Aachen

full-time.

The best place to find out more is at the vocational school.

Q Are you looking for an apprenticeship? <u>You can find more information here</u>.

Work placement

A work placement gives you your first experience in a profession. This allows you to find out whether you like the job. The internship helps you to improve your German language skills.

The internship usually lasts 2-4 weeks. Sometimes up to 3 months. In this case, the internship is not paid.

Does the internship last longer than 3 months? Then your company must pay the minimum wage.

Q Are you looking for an internship? <u>You can find more information here</u>.

Note for people with residence status

Inform the job centre before the internship.

Information for people in the ongoing asylum application process and Duldung

Inform the Immigration Office before the internship.

Support during training

If you have any questions about training, you can contact the <u>employment agency</u> or the <u>job</u> <u>centre</u> (Jobcenter). Apprenticeships teach you how to do a job.

Entry qualification

Introductory training is a programme supported by the Employment Agency. An introductory qualification gives young people the opportunity to gain experience in a company for a year. The aim is for applicants to be able to start an apprenticeship in the company afterwards.

WDo you have any questions about this programme? Then you can enquire at the <u>Employment Agency</u>.

Assistance during training (abH)

The training support programme (abH) can help with problems during training. The abH can help if there are problems at vocational school or in the company.

WThe <u>employment agency</u> or <u>job centre</u> can offer you abH.

With this help, a support plan will be drawn up for you. The support plan includes, for example, extra tuition in German and other subjects. Or you can get help preparing for exams. Do you have personal problems with your training company? Then you can also ask





for help here.

 \mathbb{Q} The advantage for you: With abH you can graduate. Participation is free of charge.

Supportive financing - vocational training allowance (BAB)

You receive money for the work you do during your training. If the money is not enough to live on, you can apply for financial help from the <u>employment agency</u> or <u>job centre</u>. This financial help alongside your training is called a vocational training allowance (BAB).

Note: You must fulfil a few requirements in order to receive BAB. You can find these requirements <u>here</u>.

Further professional qualification

Lo you need advice on continuing professional development? Then click here.

Here you will find retraining programmes and qualifications:

▲Kolping Bildung Deutschland
 Education centre Aachen
 ♥Jülicher Straße 318 – 320, 52070 Aachen
 ŵlink

Kolping Bildung Deutschland
 Education centre Alsdorf
 Blumenrather Straße 21, 52477 Alsdorf
 Link to

Daycare, school and university

Kindergarten (day care centre)

Child day care centres = Kita = "Kindergarten"

You can have your child looked after in a day care centre or in child day care. Your child can stay at the daycare centre until it starts school.

Finding a place in a daycare centre

You can obtain a list of all daycare centres in your area from the <u>youth welfare office</u> (Jugendamt). Or you can find out more on the website of the Youth Welfare Office. You will also receive an enrolment form.

The cost of attending a daycare centre can vary greatly. It is best to enquire with the local authority or the daycare centre. In many cases, the local authority pays the fees for the daycare centre. To do this, you must submit an application to the youth welfare office. The last year of nursery school is free of charge for all children at NRW.

Daycare centre registration





You should enrol your child at the daycare centre early. Many parents enrol their child during pregnancy.

There are two ways to enrol your child in a daycare centre:

- 1. Some local authorities have the online portal KIVAN. You can search for daycare centres on KIVAN. You can also register your child there.
- 2. You can enquire at a daycare centre. Or you can enquire at the youth welfare office.

You can get information here:

Aachen

Alsdorf

Baesweiler, Monschau, Roetgen, Simmerath

- Here you will find help with online enrolment if you are looking for a place in Baesweiler, Monschau, Roetgen or Simmerath:
- @kitaeltern@staedteregion-aachen.de
- \$+49 (0) 24151985147
 \$+49 (0) 24151985260
 \$+49 (0) 24151985112
- You can also go to the enrolment café:
- Baesweiler-Oidtweiler
 KiTa WOLKE 7undzwanzig
 Brüsseler Straße 27, 52499 Baesweiler
- Monschau-Imgenbroich
 KiTa Wurzelhaus
 Schulstraße 12, 52156

Eschweiler

Herzogenrath

Stolberg

Würselen

School

School enrolment

Is your child between 6 and 18 years old? Then your child is required to attend school as soon as you are registered with a local authority. Compulsory schooling means that your child has to go to school.

School in Germany is free of charge.

School registration and counselling



StädteRegion Aachen

You can find <u>counselling here</u>. There you will find more information on counselling and registration.

Note: If your child has already been to a school in Germany, you can enrol your child at a school yourself. Otherwise you will need to arrange a counselling appointment.

German language support at school

Does your child not yet speak German? Then your child will receive help with learning German at school. There are special classes at the school, for example

- International classes
- Welcome classes
- Preparatory classes

Your child will learn German in these classes. This is important so that your child can join a normal class (regular class).

The <u>counselling</u> service will give you all the important information you need. Please feel free to ask.

The school system in NRW

The school system in Germany differs slightly from state to state.

You can find information on the school system in NRW in several languages.

Orientation after school

Have you graduated from school? But you **still don't** know what you want to do? Or where you can start an apprenticeship or study programme? Then this link can help you:

BIWENAV StädteRegion Aachen

You can find the right vocational school or university there. Or you can find counselling to help you find your way.

Measles protection for children

Before your child goes to school or to Kita, they must be vaccinated against measles.

For parents: You can find more information about measles <u>here</u>.
 Here you can find information on measles in several languages.
 FAQ measles

Here you can find information on <u>vaccination</u>.
 Here you will find information on <u>health for children</u>.

Bere you will find a table with information on diseases and re-authorisations.

Study



Here you will find advice on studying and universities in the region.

Would you like to know whether you can study in Germany? Do you also want to know where you can study? Then make an appointment for counselling.

You can find general counselling here

Garantiefonds Hochschule
 Scheibenstraße 16, 52070 Aachen
 i.ventker@caritas-aachen.de
 +49 (0) 24194927286
 You can find the websites at the address.
 Click here to register.

RWTH Aachen University

For **refugee students**: Team Flüchtlingsarbeit Contenter Conten

Here you will find information for international prospective students.

General counselling for students:
Zentrale Studienberatung
Studienberatung@rwth-aachen.de
Link

FH Aachen

Contact for **refugee students**: @pax@fh-aachen.de

General counselling for students: @<u>Studienberatung@fh-aachen.de</u>

International Affairs - Akademisches Auslandsamt

Katho Aachen

Here you can find <u>counselling and information for **refugee students**</u>.

More information about studying

Here you can find more links to universities.

The <u>Federal Employment Agency</u> can also help you find the right degree programme.



Recognition of certificates

Certificates are very important in Germany. Would you like to start further education? Or would you like to start training for a profession? Then you must present your certificate. You must first have your certificate from abroad **recognised**.

 \mathcal{O} Do you have questions about the recognition of **professional qualifications**? <u>Then click</u> <u>here</u>.

You can have your certificate recognised at these offices

 $\ensuremath{\mathbb{Q}}$ There are two centres for recognition at NRW. They recognise different certificates.

You would like to have your certificate recognised as:

- First school-leaving certificate
- Extended first school-leaving certificate
- Intermediate school leaving certificate (Fachoberschulreife)

Solution find more information here.

You would like to have your certificate recognised as:

- Fachhochschulreife
- · General higher education entrance qualification

You can find more information here.

You can find counselling here:

Recognition counselling
 anerkennung@staedteregion-aachen.de
 +49 (0) 24151984650
 Book an appointment
 Link to

Q Recognition counselling and qualification counselling in NRW
 Qanerkennung@migration-arbeitswelt.de
 +49 (0) 2211356480
 Ink

General further training

You can also continue your education after school, after training and after university. In principle, adult education programmes (education for adults) are open to everyone. There are many topics to learn about, for example

- Health
- Art, culture and music
- History, politics and economics



- Other languages
- German as a foreign language
- Technology and natural sciences

You can also catch up on your school-leaving qualifications. You can also continue your professional training.

You can find courses here:

Aachen

Adult education centre Aachen
 Peterstraße 21-25, 52062 Aachen
 Link to

Alsdorf

Adult education centre Nordkreis Aachen
 <u>Übacher Weg 36, 52477 Alsdorf</u>
 <u>link</u>

Eschweiler

Adult Education Centre Eschweiler
 Kaiserstraße 4, 52249 Eschweiler
 Iink

Stolberg

Adult Education Centre Stolberg
 Frankentalstr. 3, 52222 Stolberg
 link

Monschau/ Roetgen/ Simmerath

Adult education centre Südkreis Aachen
 Am Handwerkerzentrum 1, 52156 Monschau
 Iink

VHS-Lernportal - multilingual learning portal

The VHS learning portal is a digital platform for learning Deutschen Volkshochschul-Verbandes e. V. (DVV). It has a variety of online courses for **literacy** and **basic education** and **German as a target language** (DaZ). <a>Link

Children, youth, family and senior citizens

Basic information on children, youth and family



StädteRegior

Children, young people and families are under special protection in Germany. This protection begins during pregnancy and lasts until the child is 18 years old (of age). In Germany, for example, it is forbidden to beat children. Raising children in Germany must not involve the use of violence. Every child must go to school. There are also authorities who ensure that children are not harmed by their environment (including their family).

Children have strong rights in Germany. It is important to know them. For adults, but also for children.

Children's rights can be found in various languages. It is important that children and young people also know their rights. <u>That is why there is also a version for children in different</u> <u>languages</u>.

Pregnancy and birth

Counselling for pregnant women and maternity passports

Pregnant women are under special protection in Germany. They are allowed to seek counselling. You will be cared for by a doctor. The state will also support you with new purchases for the child.

Are you pregnant? Then you must first go to a gynaecologist. Have the check-ups carried out there. You will then receive a **maternity pass**.

The maternity pass is a document containing important information about your pregnancy. It also contains information about your health. And that of your child. Always take your maternity record with you in case of emergencies.

You can find a <u>list of advice centres</u> here.

Pro familia Counselling centre
 Adalbertsteinweg 270, 52066 Aachen
 Link to

Emergency call for pregnant women:

C"Pregnant women in distress": <u>+49 (0) 8004040020</u>

First aid for children

With your **maternity pass**, you can obtain financial assistance from your benefit provider if required. You can use this to buy clothes for the baby, prams and similar items. Please ask the person responsible for you.

Delivery and aftercare

Your gynaecologist will refer you to a maternity clinic. Ask there for a midwife for aftercare. You will receive a **birth certificate** from the clinic.

A midwife will help you from pregnancy to breastfeeding. Most services are covered by <u>health</u> <u>insurance</u>.





You have no help from family, friends or neighbours after the birth of your child? Then you can get <u>voluntary help here</u> for 2 to 3 months in the first year of your baby's life.

♀ At StädteRegion Aachen there is the Early Help Centre.

It is a contact point for pregnant women, single parents and parents with children up to the age of 3. It provides free and confidential counselling. The specialist centre works with you to find ways to prevent their worries from becoming problems.

Notification to the registry office

Has your child just been born? Then you must report the birth to the <u>registry office</u>. Are you staying in accommodation? Then you must report the birth to the accommodation management. The maternity clinic will register the birth with the registry office. There you will receive the (provisional) **birth certificate** for your child. Bring your **identity card** with you. You will also need the **birth certificate from the clinic**. Are you marriage certificate with you.

 \mathbf{Q} **Please note**: Please only bring original documents (i.e. no copies). The document is in a language other than German? Then you will need an officially notarised German translation.

&Do you live in shared accommodation? Give a copy of the birth certificate to your accommodation manager. Your child will then be registered.

Paediatricians

There are ten early examinations for your child (U1-U9 and J1). These are called early detection examinations. Your child will be regularly examined and monitored in its development until it is 6 years old. The U1 (this is the examination after birth) and U2 examinations usually take place in the clinic. For further examinations, you must make an appointment with your paediatrician.

There are many important immunisations for your child. Your paediatrician will inform you about them.

Svaccinations for children and adolescents click here

Scurrent vaccination calendar of the Robert Koch Institute click here

 \mathcal{O} When registering <u>atKita</u>, you may be asked to provide proof of complete early detection examinations.

Here you will find information on the U examinations.

Family benefits

Child benefit

All children in Germany are entitled to child benefit until they reach the age of 18. Sometimes they may also be entitled when they are older. In some cases, children are also entitled to child benefit if they live abroad. The Family Benefits Office of the Federal Employment Agency processes applications for child benefit. Please also contact your benefit provider for more information.





•You can find more information in German, English, Turkish and Russian here.

Parental allowance

Many parents want to look after their child after the birth. To do this, they do not work for a certain period of time.

Or they only work part-time. Part-time means that you work less than 30 hours a week.

You receive some money every month. But it can also be more. Parental allowance is calculated according to your income.

You normally receive parental allowance for 12 months. Or it can be split over 24 months.

Are your parents separated? Then you can also claim parental allowance. You can claim parental allowance if

- 1. you have a settlement permit or residence permit in Germany and
- 2. live together with your child.

Note for asylum seekers: You cannot receive parental allowance during the asylum procedure. This is only possible once you have received a favourable decision from the Federal Office for Migration and Refugees (BAMF).

You can find information on parental allowance <u>here</u>.

OYou can find more information and the online application <u>here</u>. OThis <u>film</u> explains the online application

You can find counselling here:

Versorgungsamt StädteRegion Aachen
 Book an appointment for online counselling
 Telephone counselling
 elterngeld@staedteregion-aachen.de
 link

You can find more detailed information in various languages here.

Package for education and participation (BuT)

General information on BuT

What are benefits for education and participation (BuT)?

This is money for children and young people from low-income families. The parents receive the money for certain services that help the children and young people. Especially for events at daycare centres and schools.

The **benefits** from the education package are usually **cash benefits** or **benefits in kind** (in the form of vouchers). You receive them from your city or municipality.



Who can receive BuT benefits?

Parents can apply for BuT benefits for all children living in the household. As a **condition**, you must receive one or more of the following benefits:

- Housing benefit
- child supplement
- Citizen's allowance
- social welfare
- Asylum seeker benefits

You do not receive any of these benefits? Are you unable to provide for your child's education and participation? Then you may be entitled to benefits from the education package according to SGB II (SGB = Sozialgesetzbuch). You can then apply to the <u>job centre</u> (Jobcenter).

Pupils receive benefits for education if they need help. Pupils receive benefits until they reach the age of 25. They must attend a general school or a vocational school. They should **not** receive money for education.

Are your children in daycare centres and need help? Then they also receive part of the educational benefits.

Children and young people also receive benefits until they reach the age of 18.

Support for small children is also possible.

Apply for BuT

There are 2 ways to apply for education and participation:

- Do you receive social assistance, child supplement or housing benefit? Then you must submit the application to the local authority. <u>Here you will find places where you can</u> <u>submit an application</u>. First select your federal state from the list and then the city or district in which you live.
- 2. Do you receive citizen's allowance? Then you must submit your application to the job <u>centre</u> where you live.

You can obtain the **application forms** from your local contact person. Alternatively, you can obtain them from the website of the job centre where you are applying for benefits.

You can find counselling here:

Website BuT-Counselling
+49 (0) 30577130040
@info@but-beratung.de

 \mathcal{O} Counselling is free of charge.

Counselling is also available in English, Arabic, Russian and Turkish.



Family sponsorships

Today, many families no longer have the security of grandparents, friends and neighbours. Maybe you don't know anyone to talk to or ask for advice. Maybe you don't know anyone who can look after the children for a few hours.

Volunteer family mentors support families when they are in a difficult situation. This strengthens the families so that they can cope with everyday life again.

Is your family currently unable to get help from relatives, neighbours or friends? Does your family have to live with separation, illness, disability or unemployment? Family mentors accompany and support families and single parents.

You can find out more here:

Stadt Aachen
Link

StädteRegion Aachen

There are family sponsors here:

Aachen

SKM Aachen - Fachstelle Familienpatenschaften
 Heinrichsallee 56, 52070 Aachen
 Link

Baesweiler

Caritasverbund f
ür die Regionen Aachen-Stadt und Aachen-Land e.V.
Iink

Monschau, Roetgen, Simmerath

Netzwerk "Frühe Hilfen", Caritasverband für die Region Eifel e.V.
 Am Rathausplatz 20, 52152 Simmerath
 Iink

Early help

Early help is help for pregnant women, expectant fathers and families with children up to the age of 3. It provides help on all aspects of parenthood and difficult life situations. The main focus is on

- early counselling
- Referral to suitable offers of help
- Support for families
- Supporting and strengthening families



 \mathbb{Q} The early help services are always **free of charge** for families.

You can contact us here:

Early help of the StädteRegion Aachen
 ImBlick.info

Family and parenting counselling

Do you have problems in the family and in parenting? The StädteRegion Aachen offers counselling for parents, children and young people. All services are free, voluntary and confidential. Or You can find more information here

Aachen

In the city of Aachen there are other services for everyone living in Aachen. The counsellors can tell you where to find these services.

Alsdorf

Counselling centre for parents, children and young people, Alsdorf
 Willy-Brandt-Ring 81, 52477 Alsdorf
 Iink

Eschweiler

Family counselling centre Eschweiler
 August-Thyssen-Straße 13, 52249 Eschweiler
 Link to

Herzogenrath

Family counselling centre Kohlscheid
 Kaiserstraße 100, 52134 Herzogenrath-Kohlscheid
 Iink

Monschau

Counselling centre for parents, children and young people, Monschau
 Laufenstraße 22, 52156 Monschau
 Iink

Stolberg

Family counselling centre Stolberg
 <u>Steinfeldstraße 4, 52222 Stolberg</u>
 <u>link</u>



teRegior

Online counselling

bke-Online counselling for young people and parents
 Link to online counselling

Older people

 \bigcirc Older people are also known as **senior citizens**.

A new phase in life brings challenges. So does getting older. You may have to change as you get older. Or reorganise your everyday life. You may also need support from others.

Perhaps you are unsure and have questions. That's why StädteRegion Aachen has created a guide for senior citizens. In it you will find many offers for leisure activities. You will be informed about alternative forms of housing or financial assistance. The <u>senior citizens' guide</u> is a valuable guide.

Counselling for senior citizens

Do you have questions on the subject of "getting older"? For example about

- care,
- financing,
- assistance or
- · applications?

Then you can ask here:

Aachen

Leitstelle "Älter werden in Aachen"
Link

Alsdorf

Citizens' and senior citizens' representative of the city Alsdorf
Link

Baseweiler

City counselling service for senior citizens Baesweiler

 City
 City

 City<

Eschweiler

City counselling centre for senior citizens Eschweiler

Herzogenrath



Coordination office - Rund ums Alter of the city Herzogenrath

Roetgen

Seniors' representative of the municipality Roetgen

Ð

<u>Link</u>

Stolberg

Seniors' information centre in the town hall Stolberg

Würselen

Seniors' representative of the city Würselen

Senior citizens' meetings

You can find social contacts at senior citizens' meetings. You can also socialise with other senior citizens there.

Eschweiler

Villa Faensen - Meeting house
 Marienstraße 7, 52249 Eschweiler
 Link

Neighbourhood assistance

Neighbourhood assistance offers practical help for everyday life. This help is for everyone in the community. Many offers of help are specifically for older people. Many services are free of charge. Others cost little money. The help is provided by volunteers.

Here you can see examples of help:

- Help with shopping
- Visiting services
- Driving services
- Support when you go to the authorities
- Joint meetings, lectures or excursions

Health



StädteRegior
General health information

In Germany, you are entitled to basic medical care. Especially for acute illnesses and pain. Vaccinations and preventive examinations are also free of charge for you.

See a doctor if

- you are acutely ill or in pain.
- you are pregnant.
- you have a chronic illness (e.g. diabetes, epilepsy or mental illness).

Bring your medication or the package leaflet with you. Also bring previous medical findings to the doctor.

Important links:

Health guide for asylum seekers

CRK Films on health. The films are available in many languages.

More information in many languages

♀You can find current health tips here

Emergency:

Emergency

Counselling centres and offers of help

Flight and trauma

What to do in the event of trauma?

Therapy can help to overcome trauma. <u>Psychosocial counselling</u> and doctors can provide more information.

You can find <u>online emergency help</u> here.

HIV/AIDS counselling

Would you like to know more about HIV/AIDS counselling in the region? Then take a look <u>here</u>.

The public health department offers secret consultations.
You can book an online appointment here.

Aachen

Aidshilfe Aachen e. V.
 Zollernstraße 1, 52070 Aachen
 Link

 \circ Do you have questions about HIV and AIDS? The Aidshilfe Aachen e.V. can help you. They offer tests, counselling and support.

Aachen/Monschau/Simmerath/Roetgen

Sozialpsychiatrischer Dienst
 Trierer Straße 1, 52078 Aachen
 +49 (0) 24151985566 or +49 (0) 24151985300
 Iink
 Counselling for psychological and social problems. Also in connection with HIV/AIDS.

Alsdorf/Baesweiler/Herzogenrath/Würselen

Sozialpsychiatrischer Dienst
 +49 (0) 2415198566 or +49 (0) 24151985300
 Iink
 Counselling for psychological and social problems. Also in connection with HIV/AIDS.

Eschweiler

Sozialpsychiatrischer Dienst

+49 (0) 24151985341
 Link to
 Counselling for psychological and social problems. Also in connection with HIV/AIDS.

Stolberg

Social psychiatric service
 +49 (0) 24151985341
 Link to
 Help and counselling for mental and social problems, support with HIV/AIDS.

Cancer counselling

Are you suffering from cancer? Or someone in your family has cancer? Do you have fears or questions? Then please contact the cancer counselling service.

The counselling service will help you with the following topics:

- Personal issues such as worries, fears, financial questions and everyday life
- Questions about insurance and the law
- Questions about applications and forms
- Referral to other support services

You can find the counselling service here:



Cancer counselling StädteRegion Aachen
 Lütticher Straße 10, 52064 Aachen
 krebsberatung@sprungbrett-aachen.de
 +49 (0) 241474880
 Link

Care counselling

If you or people in your family need help with everyday life, you can contact us here. The counselling service will help you to find suitable help.

Contact us

Care counselling StädteRegion Aachen
 pflegeberatung@staedteregion-aachen.de
 Link to

Psychosocial counselling

Mental illnesses include, for example

- Depression,
- anxiety disorders,
- trauma disorders or
- eating disorders.

Do you have the feeling that you are affected? Then you can contact these centres:

Psychosocial counselling:

Social psychiatric service (SpDi)
 Trierer Straße 1, 52078 Aachen
 spdi@staedteregion-aachen.de

Here you will find more services for people with mental illnesses. The services are also available for family members.

Sexual counselling

Do you have questions about your body or your sexual orientation? Do you suffer from listlessness or pain or have other sexual difficulties? Then you can get help from sexual counselling. Counselling will also help you if you have experienced sexual violence.

 $\ensuremath{\mathbb{Q}}$ The sexual counsellor will **not** talk to anyone else about what you tell the counsellor.

Swould you like to know more about sexuality, sexual health and relationships? <u>Then take a</u> <u>look here</u>. The site is available in **many languages**.

Young people may find this page interesting: Link



Here you can find a counselling service in the region:

Aachen

Pro familia Counselling centre Aachen
 Adalbertsteinweg 270, 52066 Aachen
 Link to

Rückhalt e. V. - Counselling centre against sexual violence
 Franzstraße 107, 52064 Aachen
 Link to

Specialist centre against (sexual) violence StädteRegion Aachen
 <u>Zollernstraße 10, 52070 Aachen</u>
 <u>+49 (0) 24151982240</u>
 <u>Link to</u>

Eschweiler

AWO Counselling centre for sexuality, pregnancy and family planning
 Moltkestr. 9, 52249 Eschweiler
 Link to

Herzogenrath

AWO Counselling centre for sexuality, pregnancy and family planning
 Bahnhofstraße 15, 52134 Herzogenrath
 Link to

Würselen

AWO Counselling centre for sexuality, pregnancy and family planning
 Lindenplatz 24, 52146 Würselen
 Iink

Addiction counselling

Addiction counselling helps people with problems with

- alcohol,
- smoking,





- gambling,
- eating disorders,
- medication,
- addiction to media or computer games.

Counselling can take place on site. However, you can also take part in online counselling. Counselling is voluntary, free of charge and confidential.

Would you like to find out more? Then take a look here.

Are you interested in online counselling? <u>Then take a look here</u>. Digital addiction counselling is for those affected and their relatives.

Aachen

Suchthilfe Aachen Caritas
 Link to
 Online counselling

Eschweiler and Stolberg

Social Psychiatric Service - Addiction Counselling
 <u>Pergrather Straße 51-53, 52249 Eschweiler</u>
 <u>+49 (0) 24151985553</u>
 <u>Eink</u>

Monschau/Roetgen/Simmerath

Social Psychiatric Service - Addiction Counselling
 Kammerbruchsstraße 27, 52152 Simmerath
 Iink

Alsdorf/Baesweiler/Herzogenrath/Würselen

Suchthilfe Diakonie
 Otto-Wels-Str. 15a, 52477 Alsdorf
 Iink

Health for children

It is important that the paediatrician examines your child regularly. <u>Vaccinations</u> for your child are also important. These examinations are called "U examinations". Some of them are compulsory.



Over the public health department here.

You can find more information here.

Counselling for people with disabilities

General information for people with disabilities

Anyone who is physically, mentally or emotionally disabled has a right to help. Nobody should be disadvantaged because of their disability. People with disabilities want to live just like non-disabled people. They want to be mobile and master their everyday lives as far as possible without outside help.

Here you will find a <u>guide for people with disabilities</u>.

The pension office offers <u>counselling and information</u> on all aspects of disability.

Contact the

Benefits office StädteRegion Aachen
 Trierer Straße 1, 52078 Aachen
 +49 (0) 24151985792
 schwerbehindertenrecht@staedteregion-aachen.de

Office for Social Affairs and Senior Citizens StädteRegion Aachen
 Zollernstraße 10, 52070 Aachen
 soziales@staedteregion-aachen.de
 Iink

Severely disabled person's pass

People with a <u>degree of disability (GdB</u>) of 50 or more can obtain a pass. The card gives you a number of advantages. For example, you can pay less tax. Or buses and trains are cheaper or free.

The benefits you receive depend on the type of disability. And they depend on GdB.

You can apply for a disabled person's ID card at the <u>pension office</u>, have it extended or changed. You will need a form for this. <u>You can find information about the application here</u>.

Fill in the form. Then send it to Städteregion Aachen. You can find information here.

Important documents

- Comprehensive medical reports with a detailed description of the findings and the loss of function
- or your general practitioner's examination documents, e.g. specialist letters
- hospital reports
- final medical report

Please note: Medical certificates are not sufficient if they only contain the complaints and





symptoms expressed.

Covering costs

If you incur costs for the medical certificates submitted, the authority **cannot** guarantee reimbursement of the costs.

Degree of disability (GdB)

The degree of disability (GdB) is shown on the severely disabled person's pass. There are various **markings** for this.

You can find more information here.

These are the signs:

"G" for walking impaired

The person cannot move well in road traffic. Or they have difficulties there.

"aG" for exceptional walking disability

The person has difficulty walking.

"BI" for blind people

The person does not have visual acuity of more than 2% in any eye.

"GI" for deafness

"GI" is awarded to people who can no longer hear. Or they cannot communicate well despite hearing aids.

"B" for the need for a permanent companion

The person may take an accompanying person with them.

"H" for helplessness

"H" is awarded if assistance is required for at least 2 hours a day for at least 3 daily tasks. Work that is not directly related to the person, such as housework, does not play a role here.

"RF" for a reduction in the licence fee

The person must pay less for broadcasting.

"VB" for those entitled to a pension

Anyone who is entitled to a pension under the Federal Pension Act due to a reduction in earning capacity of at least 50 % receives this entry.

"EB" for victims of National Socialist persecution

With a GdB of at least 50 and claims under the Federal Compensation Act.

Health insurance



- 1. **Compulsory health insurance: Health** insurance is compulsory in Germany. Do you have a residence permit? Then you must register with a regular health insurance company. There you will receive an insurance card. This entitles you to the same benefits as all residents in Germany.
- 2. **Statutory health insurance**: Are you an immigrant and are you employed? Then you are generally covered by statutory health insurance. You have access to all medical services.
- 3. **Private health insurance**: Some people can also take out private health insurance. Self-employed people or people with a high income are particularly likely to do this.
- 4. **Social welfare**: Are you an immigrant and don't have regular health insurance? Do you have little money to live on? Then the <u>social welfare office</u> can provide basic care. The social welfare office does this as part of the social welfare benefits.

Basic care for asylum seekers

As an asylum seeker, you are **not** covered by health insurance. However, you will receive basic care from the social welfare office.

These are your entitlements:

- Vaccinations
- Preventive medical check-ups
- Basic medical care

Sickness certificate

Are you ill? Go to the <u>social welfare office</u> and get a sickness certificate for the general practitioner or dentist. For specialists you need a referral from the general practitioner.

Operation

Ask your doctor for an estimate of the cost of the operation. Have it authorised by the <u>social</u> <u>welfare office</u>.

Help for people without health insurance

MediNetz Aachen e. V.
 Jülicher Straße 114a, 52070 Aachen
 Link to

Hospitals

Here you will find a list of hospitals in the region:

University Hospital Aachen



 <u>Pauwelsstraße 30, 52074 Aachen</u>

 <u>+49 (0) 241800</u>

 <u>Olink</u>

 <u>How to get there.</u>

Luisenhospital Aachen

♥ Boxgraben 99, 52064 Aachen
 ▶ +49 (0) 2414140
 ♥ Link

Marienhospital Aachen

♀ Zeise 4, 52066 Aachen
 ↓ +49 (0) 24160060
 ♀ Link

Bethlehem Gesundheitszentrum Stolberg GmbH

♀ <u>Steinfeldstraße 5, 52222 Stolberg</u>
 ↓ +49 (0) 24021070
 ⊕ <u>Link</u>

Eifelklinik St. Birgida GmbH & Co. KG Simmerath

♀ Kammerbruchstraße 8, 52152 Simmerath
 ↓ +49 (0) 2473890
 ♀ Link

St. Antonius-Hospital Krankenhaus Eschweiler

♀ <u>Dechant-Deckers-Straße 8, 52249 Eschweiler</u>
 ▶ <u>+49 (0) 2403760</u>
 ♀ Link

Doctors and pharmacies

General practitioners (family doctors)



StädteRegion Aachen They are there for mental and physical complaints. They provide primary care and are the first point of contact. If necessary, GPs will refer you to a specialist.

Specialists

The doctors specialise in a particular medical field.

Medication and pharmacies

You can obtain medication from a pharmacy. Some medicines can only be obtained with a prescription. You can get this prescription from a doctor.

You usually have to pay a small amount yourself.

Emergency pharmacy: Do you urgently need medication at night or at the weekend? Then go to an <u>emergency pharmacy</u>.

Doctors with several languages

 Φ <u>Here you will find a list of doctors</u> who speak several languages.

Vaccinations

Vaccination is important. It protects your body against diseases.

This is the current immunisation calendar in many languages.

Over the second second

There are many important immunisations for your child. The paediatrician will inform you.

<u>Vaccinations for children and adolescents (in several languages)</u>

Over the second text of tex of tex of text of tex

Leisure and culture

Offers throughout the region

There are many leisure, cultural and educational offers in our region. Each municipality has different offers. Would you like to find out more about the various offers? Feel free to ask your local counsellor.

Here you will find leisure and tourism offers throughout the region.

Here you will find sports clubs in the region.

Here you will find leisure activities for children in the region.

Here you will find some offers in the entire Eifel region:



- <u>Experience nature in the Eifel</u>
- Hiking in the Eifel

Offers in Aachen

Here you will find some offers for leisure and culture in Aachen:

- Youth facilities
- <u>music school</u>
- Playgrounds in Aachen
- Holiday games in Aachen
- <u>swimming pools</u>
- Nature and leisure
- <u>City library</u>

Click here for the <u>cultural calendar</u>.

Offers in Alsdorf

Here you will find offers for leisure and culture in Alsdorf:

- <u>Culture</u>
- <u>Recreation</u>
- <u>City library</u>
- <u>Sports facilities</u>
- Youth centres

Offers in Baesweiler

Here you will find offers for leisure and culture in Baesweiler:

- Culture
- <u>Recreation</u>
- <u>City library</u>
- Youth centres

Offers in Eschweiler

Here you will find offers for leisure and culture in Eschweiler:

- Leisure and culture
- <u>City library</u>
- Sports and clubs
- Youth centres

Offers in Herzogenrath



StädteRegion Aachen Here you will find some offers for leisure and culture in Herzogenrath:

- <u>Sport</u>
- Culture and cinema
- Leisure activities
- <u>City library</u>
- Sports facilities
- Youth centres

Offers in Stolberg

Here you will find some offers for leisure and culture in Stolberg:

- <u>Leisure</u>
- <u>City library</u>
- Swimming in the indoor pool
- Youth clubs

Offers in Würselen

Here you will find offers for leisure and culture in Würselen:

- <u>Culture and leisure</u>
- <u>City library</u>
- <u>Sports centres</u>
- Youth centres

Offers in Roetgen

Here you will find offers for leisure and culture in Roetgen:

• Culture, leisure and sport

©Click here for the <u>calendar of events</u>.

Libraries

- **Q**Library St. Antonius Rott
- **Q**<u>Catholic public library St. Hubertus</u>

Offers in Monschau

Here you will find some offers for leisure and culture in Monschau:

- Indoor swimming pool
- <u>The library</u>
- Leisure and culture



StädteRegion Aachen

Offers in Simmerath

Here you will find some offers for leisure and culture in Simmerath:

- <u>Library</u>
- Leisure and sports
- Youth centres

Family ticket

Do you have children under the age of 18 and would like to take advantage of many offers for families? Leisure activities for families cost money. With a family card, you can use the offers for less money. The family card is free of charge. However, you must apply for the family card.

These are the requirements for a family card:

- You are registered as a legal guardian with a main residence in StädteRegion Aachen
- You have at least 1 child under the age of 18

Solution You can find more information here.

Volunteering and volunteers

General information on voluntary work

Many people offer their help voluntarily and without money. They are also called volunteers. Sometimes they can receive some money for their voluntary work.

Many volunteers do important work for many people in our region. They also help refugees and migrants to integrate, for example. They also help with initial orientation for life in Germany.

Many volunteers are members of an association. The members volunteer for a common cause in the association. Clubs can help with formal matters. Most clubs have fixed opening hours. You can meet other people there or get help.

Volunteer yourself

You can also help as a volunteer yourself. Volunteering allows you to get to know other people. You can also improve your German.

There are many ways in which you can get involved. For example, you can

- help older people
- help look after children
- be active as a trainer in a sports club
- support people with disabilities
- work as a paramedic
- Supporting refugees



Help at an animal shelter

Aachen

Volunteering for refugees and new immigrants

Would you like to get involved with refugees and newly arrived adults (i.e. people who have recently come to Aachen) at Aachen? Then please contact this office. They can help you find the right volunteer position.

•<u>+49 (0) 24143256012</u> @<u>helfen@mail.aachen.de</u>

The centre can arrange the following areas, among others:

- Individual learning partnerships between volunteers and people who are learning German
- Offers in groups for learning German

You will receive support for your commitment with training and meetings.

Engagementdirekt City Aachen

The platform Engagemendirekt is used by private individuals, companies, associations, schools and so on to find volunteers. You can also find workshops and courses for volunteers there. They can work together on volunteer projects and support each other.

Eink to

Volunteer Agency City Aachen

The volunteer agency offers personal counselling. It will place you in voluntary work in the social sector. Make an appointment for counselling.

€ <u>Link</u>

Clubs

Here you will find clubs from all municipalities.

Clubs in Aachen

General information

All information about volunteering in Aachen can be found here.

City Aachen <u>ehrenamt@mail.aachen.de</u>

Here you can access the city's <u>directory of organisations</u> Aachen.



You will find up-to-date information on **migrant organisations:** <u>+49 (0) 24143256614</u> @integration guerschnitt@mail.aachen.de

Sprachtreffs

There are many voluntary language clubs for people who have recently arrived at Aachen. Do you need information? Please ask here:

<u>@helfen@mail.aachen.de</u>

Here are organisations that are active in integration:

Afrika Forum Aachen e. V.
An der Schanz. 1, 52064 Aachen
+49 (0) 15202026386
info@afrika-forum-aachen.de
Link

Talentschmiede e. V. - Mit Rückenwind in deine Zukunft
 +49 (0) 17185181848
 hallo@zukunft-talentschmiede.de
 Link

STARRING Aachen e. V.

Pontstraße 41, 52062 Aachen
 Kármánstraße 15a, 52062 Aachen
 Minfo@starringaachen.org
 Link

Clubs in Alsdorf

Click here for the city's directory of associations Alsdorf.

Here you will find organisations that are active in integration.

Afrika Forum Aachen e. V.
Rathaus 55, 52477 Alsdorf
+49 (0) 24045954038 and +49 (0) 17668946635
beratung.alsdorf@afrika-forum-aachen.de
link

Diakonisches Werk im Kirchenkreis Aachen e .V.

▲Café Kiwi **♀**<u>Otto-Wels-Straße 2b, 52477 Alsdorf</u> **④**<u>Link</u>



ira e. V. ♀ <u>Marienstraße 13, 52477 Alsdorf</u>
 ↓ +49 (0) 1629582493 or +49 (0) 1779659845
 ℘<u>link</u>

SkF Alsdorf e. V. Coordination of refugee sponsors
 Luisenstraße 16a, 52477 Alsdorf
 +49 (0) 24045995919 or +49 (0) 1773203900
 coxon-c@skf-alsdorf.de
 link

SkF Alsdorf e. V. Interpreter service
 Luisenstraße 16a, 52477 Alsdorf
 +49 (0) 1773201362
 Vialingua@skf-alsdorf.de
 link

Clubs in Baesweiler

You can find meeting places and club centres under this link: 🚱 Link

This is a list of clubs that are active in integration:

♦ Emil-Mayrisch-Strasse 20, 52499 Baesweiler ♦ link

Contact point Baesweiler-West

♀<u>Roskaul 75 , 52499 Baesweiler</u> **♀**<u>link</u>

Café Willkommen Baesweiler

♥ <u>Kirchstraße 50, 52499 Baesweiler</u>
 ♥ <u>link</u>

Clubs in Eschweiler

Here you can find all the <u>clubs</u> in the city of Eschweiler.

Associations that are active in integration are listed here.

AWO Kreisverband Aachen Land e.V.
 Friedrich Ebert-Str. 46-48, 52249 Eschweiler
 Link



&Berg Tabor e.V. ♀<u>Indestraße 181, 52249 Eschweiler</u> **↔**<u>Link</u>

Der Kinderschutzbund OV Eschweiler e.V.
 Franzstraße 30, 52249 Eschweiler
 Link

Sozialdienst katholischer Frauen e.V. Eschweiler
 Peilsgasse 1-3, 52249 Eschweiler
 Link

Clubs in Herzogenrath

Via the <u>HERZapp</u> you can find many offers, counselling and further information:

Here you will also find a list of all the organisations in Herzogenrath.

Here you can find information about volunteering.

Here you will find a list of organisations that are active in the field of integration.

Arbeitslosen-Selbsthilfe Wohltat e. V.
 Leonhardstr. 10, 52134 Herzogenrath
 Link

International ecumenical working group Hand-in-Hand e.V.
Bahnhofstraße 15, 52134 Herzogenrath
Link

Association for the Promotion of Labour, Environment and Culture in the Region Aachen e. V.

PIm Straßer Feld 12, 52314 Herzogenrath

Protestant Lydia-Gemeinde Herzogenrath
 Geilenkirchener Str. 41, 52134 Herzogenrath
 Link to



ORGA-Team Refugee aid Herzogenrath
 Hauptstraße 49, 52134 Herzogenrath

SJD-Die Falken, OV Merkstein Barbarastr.1, 52531 Übach-Palenberg

Clubs in Monschau

Here is a list of organisations that are active in integration.

Afrika Forum Aachen e. V.
 Counselling at Simmerath and Monschau
 Am Handwerkerzentrum 1, 52156 Monschau
 Iink

Café International Monschau e. V.

Schulstraße 6, 52156 Monschau Imgenbroich

Clubs in Roetgen

Here you can access the <u>directory of associations</u> at Roetgen.

Here you will find a list of organisations that are active in the field of integration.

Refugee Council Roetgen

♀<u>Neustr. 35b, 52159 Roetgen</u> **℘**<u>Link to</u>

Clubs in Simmerath

Here is a list of organisations that are active in integration:

Afrika Forum Aachen e. V.
 Counselling at Simmerath and Monschau
 Am Handwerkerzentrum 1, 52156 Monschau
 Iink

♣Anad e. V. ♀<u>Haus Waldheim, 52152 Simmerath</u> **④**<u>link</u>



Working group Langschoss - Help for refugees Langschoß 1, 52152 Simmerath <u>Iink</u>

Clubs in Stolberg

Here is a list of organisations that are active in integration.

Protestant parish Stolberg
 Finkenberggasse 11, 52222 Stolberg
 Link

♣Frauen für Frauen in Stolberg e. V.
 ♥ Mathiasschacht 2, 52222 Stolberg
 € link

Clubs in Würselen

Here you will find the <u>club directory</u> of the city Würselen.

All clubs with a <u>youth section</u> are listed here.

Clubs that are active in integration are listed here.

♣Biene e. V.
 ♦ Ather Straße 35, 52146 Würselen
 ⊕ Link

Förderkreis Asyl Würselen e. V.
 Aachener Straße 83, 52146 Würselen
 Link

登Türöffner e. V. ♀<u>Bahnhofstraße 165, 52146 Würselen</u> **愛**<u>Link</u>

Translate on a voluntary basis

Voluntary translation assistance (pool of language mediators)

Do you speak German (at least about level B2) and another language? Or do you speak German and even more languages? Do you have the time and desire to volunteer?



Then you can help people who do not yet speak enough German. Accompany them to the consultation hour at school or daycare, to the authorities or to counselling centres.

Are you interested? Register with the local integration centres (KI). These centres offer training and support. They also offer an expense allowance for each assignment.

Would you like **to StädteRegion Aachen** help? Then enquire here:

Municipal Integration Centre of the StädteRegion Aachen
 Trierer Str. 1, 52078 Aachen
 +49 (0) 24151984610
 gsprachmittlung@staedteregion-aachen.de
 link

Would you like **to Aachen** help? Then ask here:

Municipal integration centre of the city Aachen
 Reichsweg 30 (Nadelfabrik), 52068 Aachen
 +49 (0) 24143256013
 sprachmittlung@mail.aachen.de

Emergency

Important telephone numbers (emergency number)

In an emergency, you may go directly to a hospital **without** a treatment voucher. Show your **proof of arrival** or **identity card**. If you have health insurance, take your **insurance cards** with you!

Are you an asylum seeker? Then your costs will be covered by the social welfare office.

Important telephone numbers:

- Police: <u>110</u>
- Fire brigade, rescue service, emergency doctor, ambulance: <u>112</u>
- Medical emergency service: <u>116117</u>
- Poison centre in NRW: +49 (0) 22819240
- Free fax number for the hearing and speech impaired: <u>+49 (0) 8005895210</u>

These numbers always work, even without credit on your mobile phone.

The billing of emergency services is different:

• Police (<u>110</u>): Police operations cost nothing for citizens. The state pays.





- Fire brigade (<u>112</u>): If there is a fire, the service is free of charge. For other operations, it can cost money.
- Rescue service and emergency doctor (<u>112</u>): The health insurance company pays for these call-outs.
- Emergency medical service (<u>116117</u>): This is also paid for by the health insurance company.
- Poison emergency call +49 (0) 22819240): Calls are free of charge.

Hospital emergency room

Do you have an acute health problem? Then you can go to the emergency room of a hospital. An appointment is not necessary.

Aachen

Here you will find the contact details of the hospitals in Aachen.

Eschweiler

St.-Antonius-Hospital Eschweiler
 Dechant-Deckers-Straße 8, 52249 Eschweiler
 +49 (0) 2403760
 Link

Simmerath

Eifelklinik St. Brigida
 Kammerbruchstraße 8, 52152 Simmerath
 +49 (0) 2473890
 Link

Stolberg

Bethlehem Gesundheitszentrum
 Steinfeldstraße 5, 52222 Stolberg
 +49 (0) 24021070
 Link

Würselen

Rhein-Maas Klinikum
 Mauerfeldchen 25, 52146 Würselen
 +49 (0) 2405620
 Link

Emergency service practices

You can also call emergency practices. Please call the emergency number for statutory health insurance physicians <u>116 117</u> number. The number is free of charge.

A list of emergency practices can be found here.





Emergency pharmacies

Pharmacies are usually open from Monday to Saturday. For emergency service pharmacies at night and at weekends, you will find information at every pharmacy or on the <u>Internet</u>.

Emergency for children and young adults

When there are arguments or violence at home, children and young people need help. In Germany, it is forbidden to hit, hurt or sexually harass children and young people. Nobody is allowed to do this, not even parents.

Children and young people can get help and counselling free of charge. They do not have to give their name. Family members or friends can also get help.

Emergency number: Child and youth emergency service: <u>+49 (0) 9112313333</u>

Celephone counselling service: <u>+49 (0) 8001110333</u>

Number against grief: <u>116 111</u>

<u>nummergegenkummer.de</u>

kinderschutzbund-aachen.de

Psychological emergency services

In the event of a crisis, you can go to a hospital day or night or call the $\frac{112}{12}$

In acute cases there are these telephone numbers:

CTelephone counselling: <u>+49 (0) 8001110111</u> or <u>+49 (0) 8001110222</u>

CHotline for children and adolescents: <u>+49 (0) 8001110333</u>

Here you can find psychiatric hospitals in Aachen:

Child and adolescent psychiatry at the university hospital Aachen

Psychiatry for adults:

Alexianer Zentrum für seelische Gesundheit

Private clinic Eschweiler

Diversity Hospital Aachen

