



Stadt Leverkusen

K Kommunales
Integrationszentrum
Leverkusen

GUIDE

Integration in Leverkusen

Points of Contact · Integration Offers
Counselling for Immigrants and Refugees



Funded by:

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des Landes Nordrhein-Westfalen



New, updated edition 2026

English

Guide to Integration in Leverkusen - Arrive. Orientate. Belong.

Dear Reader,

The "Guide to Integration in Leverkusen" has proved its worth as an orientation guide to the integration landscape in Leverkusen and continues to be in high demand not only amongst immigrants, but also amongst advisers, specialists and volunteers. For this reason, the 4th, fully revised edition is now available and offers an overview of the most important services relating to integration in Leverkusen. From points of contact and counselling centres to language course providers and qualification opportunities through to recreational activities and civic engagement – the brochure provides an overview for each of these areas.

The updated edition of the "Guide to Integration in Leverkusen" has been realised with funding from the NRW Ministry of Integration. The "Guide" is designed to help people with a migrant background as well as volunteers and full-time staff directly find the services they need and the right contact person. To achieve this, clear guidance is required from the very beginning. After all, the better the guidance at the outset, the more effectively integration and participation can succeed in the long term.

The Kommunale Integrationszentrum would like to express its sincere thanks to all the institutions, organisations, associations and multipliers named herein for once again aiding in the provision this information. This contribution supports everyone working to ensure successful integration in Leverkusen.

Sincerely,

Your Kommunales Integrationszentrum Leverkusen

**If you have any questions or suggestions
regarding the brochure, please contact:**

Stadt Leverkusen
Kommunales Integrationszentrum
Dr. Robin Hämmerling

Phone: 0214 / 406-5246
Email: ki@stadt.leverkusen.de

You can also visit the Stadt Leverkusen
Integration Portal at:
www.integration-in-leverkusen.de

Or simply scan this QR code
with your smartphone:



A brief introduction to the Kommunales Integrationszentrum Leverkusen (KI) (Leverkusen Municipal Integration Centre (KI)):

To ensure that integration and participation are successful, the focus is on both the individual and the (institutional) structures. Integration and participation can be promoted through support in individual cases (e.g. through case management) and by removing structural barriers (e.g. through intercultural openness).

Integration as a cross-sectional task

The Kommunale Integrationszentrum Leverkusen (Leverkusen Municipal Integration Centre) acts as Stadt Leverkusen's coordination, specialist and advisory unit responsible for the cross-sectional task of integration. The goal of the Kommunales Integrationszentrum (KI) is to increase the participation and equal opportunities of people with an immigrant background and new immigrants. To achieve this, the KI collaborates with many different institutions and offers a wide range of services.

Kommunales Integrationszentrum (KI) tasks

In addition to implementing the integration strategy (see below), the KI offers the following services to institutions, professionals, volunteers and residents of Leverkusen, both with and without a migrant background:

- Implementation and administration of funding programmes run by the NRW Ministry of Integration and advice on grants
- Operation of the Service-Point Integration, the Municipal Testing and Registration Centre (in cooperation with the Bundesamt für Migration und Flüchtlinge) and information and counselling services for immigrants
- Specialised events and workshops on the topics of integration and participation, such as "Fit für Vielfalt" (Fit for Diversity), international weeks against racism, intercultural awareness training for administrative staff, etc.
- Provision of information and knowledge, e.g. the "www.integration-in-leverkusen.de" integration portal and the "Guide to Integration" brochure, etc.
- Promotion of dialogue and networking amongst full-time and volunteer staff within the Leverkusen integration landscape
- Implementation of projects

Legal basis for the Kommunale Integrationszentrum

The work of the KI is based on the NRW Act on Participation and Integration (TIntG NRW). The NRW state provides long-term funding for municipal integration centres in all 54 independent cities and districts as administrative units that work together as the NRW Network. In addition, the KI implements various programmes in Leverkusen on behalf of the NRW Ministry of Integration, such as the Kommunale Integrationsmanagement programme (see page 4).

Citywide Integration Plan

The KI is a specialist unit within the Department for Citizens, Environment and Social Affairs of the Stadt Leverkusen. With its Integration Concept, Stadt Leverkusen has created a jointly supported strategy and framework for integration and participation in Leverkusen. Representatives from the city administration, social welfare organisations, associations and the Committee for Equal Opportunity and Integration (formerly the Integration Council) are obligated to participate. The KI is responsible for coordinating this process – which involves ongoing engagement and joint action.

Contact:

Stadt Leverkusen
Dezernat für Bürger, Umwelt und Soziales
Kommunales Integrationszentrum

Administration: Susann Peters
Hauptstraße 105
51373 Leverkusen

Phone: 0214 / 406-5246
Email: ki@stadt.leverkusen.de

<https://leverkusen.kommunalportal.nrw/detail/-/vr-bis-detail/einrichtung/10509/show>
www.integration-in-leverkusen.de

Individual support for migrants – Case Management (KIM NRW)

Stadt Leverkusen's Kommunale Integrationszentrum has been implementing the NRW's Kommunales Integrationsmanagement (KIM) (Municipal Integration Management (KIM)) state programme since 2021. The individual case managers who advise adult immigrants and support their individual integration process are an integral part of the KIM NRW programme. These case managers are based at the Kommunalen Integrationszentrum, the Workers' Welfare Association, the Caritas Association and the Diakonisches Werk. The KIM programme is managed and coordinated by the Kommunale Integrationszentrum in collaboration with the NRW Ministry of Integration.

Target group and approach

The target group comprises immigrants aged 18 and over who receive support with the integration process on the basis of a jointly agreed set of objectives. This particularly relates to issues such as access to the job market, learning the German language or support with administrative matters and other issues. Case managers ensure close, individual support even when, for example, administrative responsibilities change (change of legal jurisdiction).

Open consultation hours and the Service-Point Integration

To ensure that people seeking advice have easy access to counselling and assistance, all case managers offer open consultation hours in the various city districts of Leverkusen. An important point of contact for quick access to advice and support for migrants is the Service-Point Integration (see page 10) in the Leverkusen-Wiesdorf pedestrian zone. Case managers are present here on three fixed days a week and offer an open initial consultation for migrants aged 18 and over living in Leverkusen without the need to book an appointment in advance.

Basis for the NRW KIM programme

The NRW KIM programme was permanently implemented by the Stadt Leverkusen in 2021. It is based on the Act on the Promotion of Social Participation and Integration in North Rhine-Westphalia (TIntG NRW).

Contact partner at the Kommunales Integrationszentrum for individual case support (case management):

Stadt Leverkusen
Dezernat für Bürger, Umwelt und Soziales
Kommunales Integrationszentrum
Fachkoordination Casemanagement

Sandra Epp
Hauptstraße 105 Phone: 0214/406-5442
51373 Leverkusen Email: sandra.epp@stadt.leverkusen.de

<https://leverkusen.kommunalportal.nrw/detail/-/vr-bis-detail/einrichtung/10509/show>
<https://www.integration-in-leverkusen.de/index.php/de/>

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Stadt Leverkusen Registration Office

What	Registration or change of residence Notarisations, certificates of good conduct, registration and life certificates, information from the civil register, ID cards, passports
Where	STADT LEVERKUSEN – FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG MELDEWESEN (City of Leverkusen, Citizen and Integration Department, Registration Division) Wiesdorfer Platz 32 51373 Leverkusen
When	Personal interviews by prior arrangement only Schedule appointments online at: www.leverkusen.de/rathaus-service/termine-online/index.php or via the Citizens' Hotline at: 0214/406-33120
Contact	Phone: 0214 / 406-33120 Email: 331-buergerbuero@stadt.leverkusen.de Website: www.leverkusen.de

Stadt Leverkusen Civil Registry Office

What	Births, deaths and marriages Civil partnerships, certificates of marriageability, name changes, civil status certificates
Where	STADT LEVERKUSEN – FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG STANDESAMT (City of Leverkusen, Citizen and Integration Department, Civil Registry Division) Friedrich-Ebert-Platz 1 51373 Leverkusen
When	All appointments must be made by telephone (not online) Telephone service hours: Monday to Friday: 8:00 – 13:00 Marriage and certificates of marriageability are available only by prior appointment
Contact	Phone: 0214 / 406-33290 Email: 332-standesamt@stadt.leverkusen.de Website: www.leverkusen.de

Stadt Leverkusen Foreigners' Office

What	All matters related to immigration law
Where	STADT LEVERKUSEN – FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG AUSLÄNDERWESEN (City of Leverkusen, Citizen and Integration Department, Foreigners' Division) Friedrich-Ebert-Platz 1 51373 Leverkusen
When	Personal interviews by prior arrangement only Monday, Wednesday, Friday: 8:00 – 13:00 Tuesday: 8:00 – 13:00 and 14:00 – 16:00 Thursday: 8:00 – 13:00 and 14:00 – 18:00
Contact	Phone: 0214 / 406-33388 Fax: 0214 / 406-33399 Email: 333-abh@stadt.leverkusen.de Website: www.leverkusen.de

Social Affairs Department ► Social Services

What	Education and participation, basic income support in old age and reduced earning capacity Assistance with subsistence, care and renting issues, residential entitlement certificates (WBS), housing allowance
Where	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE LEISTUNGEN (City of Leverkusen – Department of Social Affairs, Social Services Division) Hauptstraße 119 51373 Leverkusen
When	The various areas within the Social Services Division have different opening hours. If you would like to learn more about specific services or submit an application, you can call the phone number below to find out who the responsible contact partner is and their respective opening hours.
Contact	Phone: 0214 / 406-50001 Fax: 0214 / 406-50002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

2. First steps with the authorities

Social Affairs Department ► Migration Matters

What	Securing a livelihood, housing and social support
Where	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG MIGRANTEN UND WOHNUNGSNOTFÄLLE (City of Leverkusen, Social Affairs Department, Migrants and Housing Emergencies Division) Hauptstraße 119 51373 Leverkusen
When	Financial assistance according to the Asylbewerberleistungsgesetz (Asylum Seekers Benefits Act): Monday through Friday, 8:30 – 12:30 or appointment by prior telephone arrangement Housing and social support for foreign refugees: You can find out who to contact and their opening hours by calling or checking Stadt Leverkusen's website.
Contact	Phone: 0214 / 406-50001 Email: 503-leistung@stadt.leverkusen.de Website: www.leverkusen.de

Social Affairs Department ► Social Services

What	Assistance for people with disabilities – General information Specialist unit for people with disabilities in the workplace (protection against dismissal, compensatory levy), integration support (mobility assistance, early intervention, assistive devices), support matters (disabled person passes)
Where	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE DIENSTE (City of Leverkusen – Social Affairs Department, Social Services Division) Hauptstraße 119 51373 Leverkusen
When	The various areas within the Social Services Division have different opening hours. If you would like to learn more about specific assistance and services or submit an application, you can call the phone number below to find out who the responsible contact partner is and their respective opening hours.
Contact	Phone: 0214 / 406-50001 Email: 501-soziale-dienste@stadt.leverkusen.de Website: www.leverkusen.de

Social Affairs Department ► Social Services

What	Homelessness prevention assistance Advice and support to prevent loss of housing, mediation between tenants and landlords with the aim of retaining the tenancy
Where	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG MIGRANTEN UND WOHNUNGSNOTFÄLLE (City of Leverkusen, Social Affairs Department, Migrants and Housing Emergencies Division) Hauptstraße 119, 51373 Leverkusen
When	The various areas within the Social Services Division have different opening hours. If you would like to learn more about specific assistance and services or submit an application, you can call the phone number below to find out who the responsible contact person is and their respective opening hours.
Contact	Phone: 0214 / 406-50001 Email: 503-vo@stadt.leverkusen.de Website: www.leverkusen.de

Municipal Integration Centre

What	School enrolment for children and youths who have recently migrated to Germany and are required to attend school In Germany, every child must attend school from the age of 6. Those who are new immigrants in Germany should contact the Kommunale Integrationszentrum to secure a slot in school. As part of the process of coordinating school enrolment, counselling is also provided on the education system and integration support services.
Where	STADT LEVERKUSEN KOMMUNALES INTEGRATIONSZENTRUM (City of Leverkusen, Municipal Integration Centre) 105 Hauptstraße, 51373 Leverkusen
When	By prior arrangement only
Contact	Bernd Häck Jennifer Rahimi Phone: 0214 / 406-5246 Email: ki@stadt.leverkusen.de Website: www.leverkusen.de, https://integration-in-leverkusen.de

Migrants, refugees and new immigrants

What	Service-Point Integration The information and counselling services at Service-Point Integration are aimed at refugees, immigrants and people with a migration background aged 18 and over. In addition to low-threshold initial advice on integration issues, the service establishes contact with other organisations and offers topic-specific consultation hours in cooperation with other specialist centres, as well as information events.
Who	KOMMUNALES INTEGRATIONSZENTRUM IN KOOPERATION MIT JOB SERVICE BESCHÄFTIGUNGSFÖRDERUNG LEVERKUSEN gGmbH (Municipal Integration Centre in Cooperation with Job Service Leverkusen Employment Support gGmbH)
Where / When	City pedestrian zone in the "Luminaden" Arcade (upper level) Wiesdorfer Platz Leverkusen-Wiesdorf Open consultation hours (no appointment necessary) Tuesday and Thursday: 13:00 – 16:30 Friday: 8:30 – 12:30
Target group	For all new immigrants aged 18 and over who have questions or concerns regarding integration
Contact	Asmae El Khattouti, Director of Service-Point Integration Phone: 0214 / 406 - 5248 Email: ki@stadt.leverkusen.de Website: https://integration-in-leverkusen.de

Migrants, refugees and new immigrants

What	Migration advice for adults (MBE) Advice on immigration issues, assistance with family reunification, help in obtaining social support benefits, support in finding vocational training, recognition of professional qualifications, placement in job-related language training and integration into the job market.
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (Caritas Association Leverkusen E.V., Specialist service for integration and migration)
Where / When	Main Office Carl-Leverkus-Straße 13 51373 Leverkusen-Wiesdorf Phone: 0214 / 85542-600 (Please call to arrange an appointment)
Target group	Immigrants with the prospect of permanent residence in Germany
Contact	Lioba Engels-Barry, Director of Specialised Services Phone: 0214 / 85542-602 Email: lioba.e-barry@caritas-leverkusen.de Website: www.caritas-leverkusen.de

What	Social counselling for refugees / Counselling on temporary integration Counselling during the asylum process and support regarding securing or strengthening residency status, information on social welfare laws and regulations; assistance in accessing social support benefits; support for linguistic, educational, vocational and social integration
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (Caritas Association Leverkusen E.V., Specialist service for integration and migration)
Where / When	At municipal accommodation centres – upon request, Mrs Rösgen can provide details of the location and time of the consultation
Target group	Migrants with a refugee background
Contact	Nicole Rösgen, Secretariat Phone: 0214 / 85542-600 Email: nicole.roesgen@caritas-leverkusen.de Website: www.caritas-leverkusen.de

3. Points of contact and counselling centres

Migrants, refugees and new immigrants

What	Advice on asylum and residence law, as well as advice for refugees on moving out Advice on issues related to the asylum process, residency, social circumstances and opportunities for employment; open perspective counselling for refugees, whether or not they have been granted asylum Advice on moving out of municipal refugee housing; support and guidance throughout the entire process, from finding an apartment to receiving the keys, assistance in understanding letters and correspondence from the landlord
Who	FLÜCHTLINGSRAT LEVERKUSEN (Leverkusen Refugee Council)
Where	Advice on asylum and residence law, as well as advice on moving out for refugees: Kolberger Straße 95a 51381 Leverkusen
Target group	Refugees
When	Advice on asylum and residence law by appointment only Open consultation hours for advice on moving out: Monday to Wednesday: 10:00 – 12:00 and by appointment
Contact	Phone: Advice on asylum and residency law 02171 / 7438003 Advice on moving out 0176 / 24851680 Email: frlev@koelner-fluechtlingsrat.de Website: https://koelner-fluechtlingsrat.de/beratungsstellen/leverkusen

Migrants, refugees and new immigrants

What	Migration advice for youths and young adults Support with integration into school, work and society, socio-educational support for youths before, during and after integration courses, advice on opportunities for finding work or training, as well as on language courses	
Who	JUGENDMIGRATIONSDIENST LEVERKUSEN OFFENE JUGENDBERUFSHILFE KATHOLISCHE JUGENDAGENTUR LEVERKUSEN RHEIN-BERG, OBERBERG gGmbH (Leverkusen Youth Migration Service, Open Youth Career Assistance, Leverkusen Catholic Youth Agency, Rhein-Berg, Oberberg gGmbH)	
Where	Kölner Straße 139, 51379 Leverkusen	
Target group	Young people with migrant backgrounds aged 16 – 27	
When	Monday, Tuesday, Thursday:	10:00 – 13:00
	Monday to Thursday:	14:00 – 18:00
	Friday:	9:00 – 14:00
Contact	Ansgar Lutz, Heike Alessio Phone: 02171 / 49955 General email: ojb-lev@kja-lro.de Website: www.ojb-leverkusen.de	

General points of contact ► Children and youths

What	Counselling on general parenting issues, parenting support, separation and divorce counselling, representation in family court proceedings Youth assistance in criminal proceedings, integration assistance for children and youths with mental disabilities pursuant to § 35a SGB VIII, initial counselling, child protection	
Who	STADT LEVERKUSEN – FACHBEREICH KINDER UND JUGEND ALLGEMEINER SOZIALER DIENST (ASD) (City of Leverkusen – Children and Youth Department, General Social Services (ASD))	
Target group	Children, youths, young adults and their families	
When	Initial consultation during office hours: Monday to Thursday: 8:30 – 15:30 and Friday: 8:30 – 12:30 under the phone number 0214 / 406 5141	
Contact	Secretariat of Department Management Phone: 0214 / 406-5101 Email: 51@stadt.leverkusen.de Website: www.leverkusen.de	

3. Points of contact and counselling centres

General points of contact ► Children and youths

What	Counselling centre for children, youths and parents Problems faced by youths and children relating to their parents, school, bullying, violence, abuse, sexual violence, neglect, separation and risks to children's welfare. Counselling for parents, families and educational professionals on parenting issues. The counselling is free of charge and confidential.
Who	DER KINDERSCHUTZBUND LEVERKUSEN E.V. (The Leverkusen Child Protection Association E.V.)
Where	Bracknellstraße 32 51379 Leverkusen
Target group	Children, youths, parents, families, educational professionals
When	Inquiries are accepted at the counselling centre at any time; If necessary, you can leave a message on the answering machine and we will call you back as soon as possible.
Contact	Sylwia Bocianski Lena Wansing Phone: 02171 / 84242 Email: info@dksb-leverkusen.de Website: www.dksb-leverkusen.de Consultations are offered in German, English and Polish.

General points of contact ► Children and youths

What	Psychological Family Counselling Centre Stadt Leverkusen Information and support on issues relating to family and parenting, for example: • Difficult everyday situations within families • Questions regarding child development and behavioural issues • Conflicts within the family and critical life events • Dealing with new family situations such as separation, divorce and bereavement • Case-based and specialist advice for educational professionals in childcare centres
Who	STADT LEVERKUSEN – FACHBEREICH KINDER UND JUGEND ABTEILUNG PSYCHOLOGISCHE DIENSTE (CITY OF LEVERKUSEN – CHILDREN AND YOUTH DEPARTMENT, PSYCHO- LOGICAL SERVICES DIVISION)
Where	Manforter Str. 184 51373 Leverkusen Eingang 3
Target group	Psychological counselling for children, youths and parents, as well as other caregivers and educational professionals in daycare centres
When	Monday to Wednesday: 7:30 – 12:30 and 13:00 – 16:00 Thursday: 16:00 – 18:00 Friday: 7:30 – 13:30
Contact	Gina Miranda, Secretariat Phone: 0214 / 406-5231 Email: familienberatung@stadt.leverkusen.de Website: www.leverkusen.de The counselling is voluntary, free of charge and subject to confidentiality.

3. Points of contact and counselling centres

General points of contact ► Children and youths

What	Specialised centre for combating sexual violence against children, youths and young adults (up to age 27), Stadt Leverkusen Counselling for survivors of sexual violence and their loved ones. Topics covered by the counselling service include, for example: • Support or aftercare in dealing with traumatic experiences • Crisis intervention and stabilisation • Information on therapeutic and psychosocial support services • Guidance on deciding whether or not to report the offence
Who	STADT LEVERKUSEN – FACHBEREICH KINDER UND JUGEND ABTEILUNG PSYCHOLOGISCHE DIENSTE (CITY OF LEVERKUSEN – CHILDREN AND YOUTH DEPARTMENT, PSYCHOLOGICAL SERVICES DIVISION)
Where	Manforter Str. 184 51373 Leverkusen Eingang 3
Target group	Children, youths and young adults up to the age of 27, as well as their caregivers
When	Monday to Wednesday: 7:30 – 12:30 and 13:00 – 16:00 Thursday: 16:00 – 18:00 Friday: 7:30 – 13:30
Contact	Gina Miranda, Secretariat Phone: 0214 / 406-5231 Email: 511-fachstelle@stadt.leverkusen.de Website: www.leverkusen.de The counselling is voluntary, free of charge and subject to confidentiality.

General points of contact ► Social affairs and debt

What	Counselling for families Counselling and support on matters including financial and personal problems, parenting issues and problems at their daycare centre and school. Counselling can also be provided in English upon request.
Who	ALKENRATHER FAMILIENTREFF DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Alkenrather Family Group, Leverkusen Evangelical Church District Diaconal Organisation)
Where	Graf-Galen-Platz 9 51377 Leverkusen
Target group	People seeking help with the issues mentioned above
When	Monday through Friday: 8:30 – 12:00
Contact	Britta Weise, Anna Ljubisic Phone: 0214 / 73486430 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

What	Family counselling
Who	MANFORTER LADEN DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Manforter Store, Leverkusen Evangelical Church District Diaconal Organisation)
Where	Gustav-Heinemann-Straße 40 51377 Leverkusen
Target group	Families / parents who are facing difficulties in a wide variety of life situations and need counselling or assistance
When	Monday: 12:30 – 13:30 Tuesday: 10:00 – 12:00 Wednesday: 10:30 – 12:00 Thursday: 15:00 – 17:00
Contact	Dorota Kürten, Agnes Szlenk Phone: 0163 / 7370224 and 0157/80566606 Website: www.manforter-laden.de

3. Points of contact and counselling centres

General points of contact ► Social affairs and debt

What	Mobile Counselling Centre "Mokka Bus" Mobile General Social Counselling Support in assessing personal and financial circumstances, dealing with authorities and institutions and finding further offers of assistance	
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION (Caritas Association Leverkusen E.V., Specialist Service for Social and Vocational Integration)	
Where / When	Wiesdorf Marktplatz	Alkenrath Graf-Galen-Platz
	Monday: 10:30 – 12:00	Monday: 15:30 – 17:00
	Rheindorf Königsberger Platz	Opladen Bahnhofstraße (across from post office)
	Tuesday: 10:30 – 12:00	Thursday: 12:00 – 13:30
	Manfort Scharnhorststraße (across from Johanneskirche) Thursday: 15:30 – 17:00	Steinbüchel Am Steinberg 21 Wednesday: 10:30 – 12:00
Target group	Single adults aged 18 and over who are seeking help and advice regarding the issues mentioned above	
Contact	Andrea Scheunert, Pascale Deneef Phone: 0176 / 15005124 or 0214 / 85542-814 Email: mokka@caritas-leverkusen.de Website: www.caritas-leverkusen.de	

General points of contact ► Social affairs and debt

What	Debt counselling Among other things, support and advice on ways to get out of debt, reaching agreements with creditors and filing for consumer bankruptcy.
Who	AWO-BERATUNGSDIENSTE gGmbH (AWO Counselling Services gGmbH)
Where	Office: Tannenbergstraße 66 51373 Leverkusen
Target group	People looking for a way out of debt. The amount of debt is irrelevant.
When	Open consultation hours without an appointment Counselling centres: AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen Wednesday: 10:00 – 12:00 Rheindorfer Laden Königsberger Platz 13 51371 Leverkusen Thursday: 15:00 – 17:00
Contact	Mr K. Meier, Mr I. Napoli, Mrs C. Schützeberg Phone: 0214 / 6027456 Email: sb@awo-beratung-lev.de Website: www.awo-beratung-lev.de

3. Points of contact and counselling centres

General points of contact ► *Social affairs and debt*

What	Debt counselling Expert assistance in finding a way out of debt, options for securing a basic standard of living, support in negotiating agreements with creditors and assistance with filing for consumer bankruptcy Note: No legal advice or assistance with completing forms. The Diakonisches Werk does not grant loans.
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Leverkusen Evangelical Church District Diaconal Organisation)
Where / When	Schuldnerberatungsstelle Diakonisches Werk Pfarrer-Schmitz-Straße 9 51373 Leverkusen By prior arrangement only
Target group	People looking for a way out of debt. The amount of debt is irrelevant.
Contact	Thomas Raddatz Phone: 0214 / 382731 Email: thomas.raddatz@diakonie-leverkusen.de Philipp Hackländer Phone: 0214 / 382732 Email: philipp.hacklaender@diakonie-leverkusen.de Website: https://www.diakonie-leverkusen.de/soziale-teilhabe/schuldnerberatung

General points of contact ► **Protection against violence, discrimination and radicalisation**

You can find specialised counselling centres for women under "Women" on **pages 23 – 24**.
You can find specific points of contact for children and youths under "Children and youths" on **pages 13 – 16**.

rubicon e.V. offers counselling for LGBTIQ people.

They offer a wide range of counselling and support services for LGBTIQ people, their families and partners on topics such as love, the desire to have children, discrimination and experiences of violence. In addition, "baraka – a place for lgbtiq* immigrants and refugees (since 2005)" provides LGBTIQ people with a migrant background with a safe space for exchange and gathering.

rubicon Counselling Centre

Rubensstraße 8 –10, 50676 Cologne

Phone (Office): 0221 / 2766999-0

Counselling and information hotline: 0221 / 19446

Website: www.rubicon-koeln.de

* **LGBTIQ** stands for lesbian, gay, bisexual, transgender, intersex and queer people.

What

Anti-discrimination

Stadt Leverkusen's Anti-Discrimination Officer offers free advice to anyone in Leverkusen who has experienced discrimination.

Who

**STADT LEVERKUSEN
GLEICHSTELLUNGSBÜRO – ANTIDISKRIMINIERUNGSSTELLE
(City of Leverkusen, Equality Office – Anti-Discrimination Office)**

Where

Friedrich-Ebert-Straße 17
51373 Leverkusen
City-Turm / 7th Floor

Target group

Residents of Leverkusen and anyone else who has experienced discrimination in Leverkusen.

When

Monday to Friday: 8:30 – 12:30
and by appointment

Contact

Marilena Jünemann,
Stadt Leverkusen Anti-Discrimination Officer

Phone: 0214 / 406-8306

Email: antidiskriminierung@stadt.leverkusen.de

Website: <https://www.leverkusen.de/rathaus/gleichstellungs-office/anti-discrimination>

3. Points of contact and counselling centres

General points of contact ► **Protection against violence, discrimination and radicalisation**

What	State Prevention Programme Guide – Strong without Islamist Extremism Youths and young adults are supported and advised on finding ways out of radicalisation. These specialists are primarily responsible for the Cologne, Leverkusen and the Rhein-Erft districts. In addition, the guide offers awareness-raising events for interested individuals and multipliers on the topics of "Islamism" and "radicalisation" (including in combination with related topics such as "Muslim lifestyles" or "anti-Muslim racism").
Who	AWO KREISVERBAND KÖLN E.V. (AWO District Association Cologne E.V.)
Where	The address can be provided upon request.
Target group	Young people, family members, friends from their social circle, institutions and public authorities seeking advice.
When	Hotline: Monday to Friday: 10:00 – 16:00 There are no open consultations. Appointments can be made for counselling sessions.
Contact	Phone: 0221 / 88810444 Email: wegweiser@awo-koeln.de Website: www.wegweiser-koeln.de

What	Counselling, support and mediation in cases of racial discrimination In individual cases, information and educational events, empowerment-focused programmes, collaboration with other organisations combating racism and discrimination
Who	ANTIDISKRIMINIERUNGSBÜRO (ADB) KÖLN / ÖFFENTLICHKEIT GEGEN GEWALT E.V.(ÖgG) (Anti-Discrimination Office (ADB) Cologne / Public Against Violence E.V. (ÖöG))
Where	Berliner Straße 97 – 99, 51063 Cologne
Target group	People affected by racial discrimination
When	Consultations by appointment only
Contact	Phone: 0221 / 96476300 Monday and Thursday: 9:00 – 13:00 Email: info@oegg.de Website: www.oegg.de

You can find all anti-discrimination offices in the NRW under:
<http://www.nrwgegendiskriminierung.de/de/>

General points of contact ► Women

Women and girls who are victims of violence and are seeking counselling and assistance in Leverkusen can turn to many intervention and counselling services in the city, including: The women's shelter, the women's counselling centre, the counselling centre for victims of sexual violence, general social affairs at the Youth Welfare Office or the police's victim protection unit.

An overview of the services available can be found in the Counselling Compass on Violence against Women. This is updated regularly and can be downloaded free of charge at:

<https://www.leverkusen.de/rathaus/gleichstellungsbuero/team>

For initial information at short notice, women and girls can contact the Stadt Leverkusen Equality Office:

What	General initial information for women affected by violence If you have experienced violence, you can obtain information there about suitable counselling and points of contact in Leverkusen, as well as helpful advice for women and girls on social issues.	
Who	STADT LEVERKUSEN GLEICHSTELLUNGSBÜRO (City of Leverkusen, Equality Office)	
Where	Friedrich-Ebert-Straße 17 51373 Leverkusen City-Turm / 7th Floor	
Target group	Women and girls in Leverkusen	
When	Monday to Friday: 8:00 – 12:30 and by appointment	
Contact	Cornelia Richrath, Equality Officer for Stadt Leverkusen Phone: 0214 / 406-8301 Email: 03@stadt.leverkusen.de Website: www.leverkusen.de/leben-in-lev/frauen/index.php	

The nationwide "Helpline for Violence against Women"

The "Helpline for Violence against Women" is a service provided by the Federal Office for Civil Society Affairs and is oriented toward all women who are affected by or threatened with violence. By calling the toll-free number **116 016**, affected women can reach counselors around the clock, 7 days a week, whom they can confide in and who, if desired, can refer them to support services in their area.

3. Points of contact and counselling centres

General points of contact ► Women

LEVERKUSEN WOMEN'S COUNSELLING CENTRE, E.V. / INTERVENTION CENTRE FOR DOMESTIC VIOLENCE (Focus areas: Domestic violence, separation and divorce, general crisis situations, resource centre for guidance)

Birkenbergstraße 35 51379 Leverkusen	Phone: 02171 / 28320 Email: kontakt@frauenberatungsstelle-leverkusen.de Website: www.frauenberatungsstelle-leverkusen.de
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COUNSELLING CENTRE AGAINST SEXUALISED VIOLENCE E.V.
(Counselling for women and girls who have experienced sexual violence)

Damaschkestraße 53 51373 Leverkusen	Phone: 0214 / 2061598 Email: info@frauennotruf-lev.de Website: www.frauennotruf-lev.de (Language interpreters are available as needed)
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FRAUEN HELFEN FRAUEN E. V.
Leverkusen Women's Shelter – A Safe Haven for Women

Postbox 100433 51304 Leverkusen	Phone: 0214 / 49408 Email: frauen.helfen.frauen.lev@t-online.de Website: www.frauenhaus-leverkusen.de
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SOZIALDIENST KATH. FRAUEN E.V. LEVERKUSEN
esperanza – Pregnancy Counselling

Goethestraße 3 51379 Leverkusen	Phone: 02171 / 4903-0 Email: esperanza@skf-leverkusen.de Website: www.skf-leverkusen.de
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PRO FAMILIA COUNSELLING CENTRE
(For pregnancy and childbirth, family planning and contraception, sexuality and partnerships)

Nobelstraße 19 51373 Leverkusen	Phone: 0214 / 401804 Email: leverkusen@profamilia.de Website: www.profamilia.de/leverkusen
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**AWO BERATUNGSSTELLE FÜR SCHWANGERSCHAFT,
SEXUALITÄT UND PARTNERSCHAFT**

Berliner Platz 3 51379 Leverkusen	Phone: 02171 / 27529 Email: beratungsstelle@awo-lev.de Website: www.awo-beratungsstelle-lev.de
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Girls and young women can also make use of the "Zeit zu Zweit" (Time for Two) counselling session at the **MaBuKa Girls' Club** that is run by an experienced youth educator. Of course, the consultation is confidential. Further information is available under:

www.leverkusen.de/stadt-erleben/freizeit/jugendhaeuser-opladen

General points of contact ► Mental health

What	School psychological service Diagnosis, assistance and counselling for problems relating to school and learning. Topics covered by the counselling service include, for example: • Learning and performance difficulties • Problems with organising work (homework, attitude toward learning) • Behaviour in class • Questions regarding educational paths • Supervision and professional development for teachers and school staff
Who	STADT LEVERKUSEN – FACHBEREICH KINDER UND JUGEND ABTEILUNG PSYCHOLOGISCHE DIENSTE (City of Leverkusen – Children and Youth Department, Psychological Services Division)
Where	Manforter Straße 184 51373 Leverkusen Eingang 1
Target group	Psychological counselling for students, parents and other caregivers, teachers and educational professionals working at the school
When	Monday to Friday: 7:30 – 12:30
Contact	Marion Hersel, Secretariat Phone: 0214 / 406-5201 Email: schulpsychologie@stadt.leverkusen.de Website: www.leverkusen.de The counselling is voluntary, free of charge and subject to confidentiality.

3. Points of contact and counselling centres

General points of contact ► **Mental health**

What	Counselling for mental health issues, crises and illnesses (including home visits for crisis intervention), as well as group support programmes		
Who	SPZ – GEMEINNÜTZIGE GMBH SOZIALPSYCHIATRISCHE AMBULANZ LEVERKUSEN (SPZ – Non-profit Company GmbH, Social Psychiatric Outpatient Clinic Leverkusen)		
Where	Kölner Straße 95, 51379 Leverkusen		
Target group	People aged 15 and older, as well as family members and caregivers, who are seeking counselling and support due to mental health issues, crises and illnesses		
When	Initial consultations		
	take place during	Monday and Wednesday:	10:00 – 12:00
	consultation hours:	Thursday:	16:00 – 18:00
			
	Consultation hours for		
	people aged 60 and older:	Friday:	10:00 – 12:00
			
jetzt.du consultation hours	for 15 to 25 year-olds:		
	Tuesday:	13:00 – 15:00	
			
	Availability by phone:		
	Monday – Wednesday:	9:00 – 17:00	
	Thursday:	9:00 – 18:00	
	Friday:	9:00 – 15:00	
A brief telephone registration is required for the consultation.			
Contact	Phone	0214 / 8333-22	
	Email:	spa@spzleverkusen.de	
	Website:	www.spzleverkusen.de	

What	SeeleFon – Low-threshold self-help counselling for mental health conditions E.g. for questions about clinical presentations, treatment options, dealing with challenging behaviour, legal issues and the need for a personal conversation	
Who	BUNDESVERBAND DER ANGEHÖRIGEN PSYCHISCH ERKRANKTER MENSCHEN E.V. (Federal Association of Families of People with Mental Illness E.V.)	
Where	Self-help counselling available by telephone and email only	
Target group	Relatives, neighbours, friends and colleagues of people with mental health conditions, as well as those affected	
When	Monday to Thursday:	10:00 – 12:00 and 14:00 – 20:00
	Friday:	10:00 – 12:00 and 14:00 – 18:00
Contact	Phone:	0228 / 71002424
	Email:	seelefon@psychiatrie.de
	Website:	www.bapk.de

General points of contact ► Mental health

Doctors and therapists in Leverkusen

On the website of the **North Rhine Association of Statutory Health Insurance Physicians**, you can find all psychotherapists registered with the statutory health insurance structure. Simply select the town (Leverkusen) and the specialist area in the search box:

<https://www.kvno.de/20patienten/10arztsuche/index.html>

Some of the therapists listed can also provide therapy in languages other than German. If needed, please inquire directly with the respective therapist.

The LVR Clinic in Langenfeld also offers what is known as an "Interkulturelle Ambulanz" (Intercultural Outpatient Clinic):

Patients with mental health conditions who have a migrant background can receive treatment here in their native languages – Turkish and Russian. For more information and the list of treatments, please visit the clinic's website:

LVR KLINIK LANGENFELD

Kölner Straße 82 / Haus 39
40764 Langenfeld

Phone: 02173 / 102-2044
Email: ik-ambulanz.klinik-langenfeld@lvr.de
Website: <https://klinik-langenfeld.lvr.de/>

Opening hours: Monday to Friday: 8:30 – 15:30



General points of contact

The following is a list of organisations offering integration courses recognised by the Bundesamt für Migration und Flüchtlinge (BAMF) (Federal Office for Migration and Refugees (BAMF)). These services are generally subject to a fee*. Some organisations also offer literacy courses.

You can find **German courses and course timetables** on Stadt Leverkusen's website under:

<https://www.leverkusen.de/themen/bildung/zugewanderte/sprach-integrationskurse>

* Under certain circumstances, the costs may be covered
(e.g. if you are receiving SGB benefits)

Integration and literacy courses

What	Integration courses Open intensive and evening courses and naturalisation tests		
Who	VHS LEVERKUSEN (VHS Adult Education Centre Leverkusen)		
Where	Forum / Am Büchelster Hof 9 51373 Leverkusen		
Target group	Migrants, refugees, immigrants and anyone wishing to learn German as a second or foreign language		
When	Language advice at the Forum Foyer Opening hours: Tuesday: 10:30 – 11:30 Thursday: 16:00 – 17:00 During school breaks: Tuesday and Thursday: 10:30 – 11:30		
Contact	Claudia Burkhardt Phone: 0214 / 406-4189 Email: info@vhs-leverkusen.de Website: www.vhs-leverkusen.de		

Integration and literacy courses

What	General integration courses, integration courses for youths, literacy courses Vocational German courses (A2 to C1), language advice and language tests as well as retraining and qualifications combined with language support. Language advice can be provided in various languages.
Who	EURO-SCHULEN RHEINLAND GMBH (Euro Schools Rheinland GmbH)
Where	Bahnhofstraße 3, 51379 Leverkusen
Target group	Migrants, refugees and immigrants
When	Course times can be requested at the institute.
Contact	Otto Pascu, Team Director of Administration Phone: 02171 / 404730 Email: leverkusen@eso.de Website: www.eso.de/leverkusen Language advice is available in English, Polish, Romanian and Russian.

What	Integration courses and Integration courses with literacy instruction Integration courses for learners of a second writing system Integration courses for people with low literacy skills
Who	ZIB ZENTRUM FÜR INTEGRATION UND BILDUNG GMBH (ZIB Centre for Integration and Education GmbH)
Where	Karl-Ulitzka-Straße 9, 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	Morning classes: 8:30 – 11:45 Afternoon classes: 12:15 – 15:30 Opening hours: Monday to Thursday: 9:00 – 13:00 Availability by phone: Monday through Friday: 8:00 – 15:00
Contact	Elena Bräuning, Site Manager Christina Michels, Secretariat Phone: 0214 / 5004751-00 Email: braeuning@zib-online.net / michels@zib-online.net Website: www.zib-online.net

Integration courses with accompanying childcare

What	Integration courses, language advice and placement tests German language courses in accordance with BAMF regulations
Who	KATHOLISCHES BILDUNGSFORUM LEVERKUSEN (Catholic Education Forum Leverkusen)
Where	Manforter Straße 186 (corner of Stegerwaldstraße) 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	Classes are generally held on Mondays, Tuesdays, Thursdays and Fridays from 9:00 – 12:15 each day. Opening hours: Monday to Thursday: 9:00 – 12:00 (not during school breaks) "German" consultation hours: Friday: 11:00 – 12:30 (Please inquire about exact dates in advance or check the website)
Contact	Stefan Andres, Educational Staff Member Phone: 02202 / 9363952 and 0214 / 83072-0 Email: andres@bildungswerk-leverkusen.de Website: www.bildungsforum-leverkusen.de

Job-related German language support

What	Integration courses, literacy courses, second writing system courses, refresher courses German for work from A1 to C2 via AVGS with TELC exam
Who	WIRTSCHAFTSAKADEMIE KÜSTER GMBH (Parish Clerk Economic Academy GmbH)
Where	Hauptstraße 47 – 51 51465 Bergisch Gladbach
Target group	Migrants, refugees and immigrants
When	Course times can be requested at the institute. Availability by phone: Monday through Friday: 8:00 – 15:00
Contact	Mrs Sallamaci Phone: 02202 / 249060 Email: wakuester@wa-kuester.com Website: www.wa-kuester.com/leverkusen/

German language courses for work

Vocational language courses (BSK) build on the **Integration Course (IK)** and aim to facilitate rapid and successful integration into the job market, as well as to improve opportunities in education and continuing education. They are aimed at people with a migrant background. Further information on the course structure, programme and providers is available at:

<https://www.bamf.de/DE/Themen/Integration/ZugewanderteTeilnehmende/DeutschBeruf/deutsch-beruf.html?nn=282656>

Further information is available under:

JOB SERVICE BESCHÄFTIGUNGSFÖRDERUNG LEVERKUSEN gGmbH (JSL)

Danitza Aragón

Phone: 02171 / 9474-31

Email: info@joblev.de

Website: <https://www.joblev.de/integration/>

4. Language – Learning German in Leverkusen

• *Low-threshold German language learning opportunities*

Many organisations in Leverkusen offer refugees and people with migrant backgrounds low-threshold opportunities to learn to read, write and speak German. The courses are mostly free of charge or involve only a small contribution from participants. They range from discussion groups over coffee and cake as well as conversation courses through to German courses at various levels and for different target groups.

You will find an overview of low-threshold German language courses in Leverkusen on Stadt Leverkusen's Integration Portal at www.integration-in-leverkusen.de. The list is updated regularly. For further information and inquiries regarding accessible German language courses in Leverkusen and the integration portal, please contact:

STADT LEVERKUSEN KOMMUNALES INTEGRATIONSZENTRUM

Matthias Hogrefe

Phone: 0214 / 406-5219

Email: matthias.hogrefe@stadt.leverkusen.de

On Stadt Leverkusen's Integration Portal at <https://integration-in-leverkusen.de/index.php/de/deutsch-lernen> you will also find a list of links to materials and online support for learning German.

5.

School education and care

Childcare

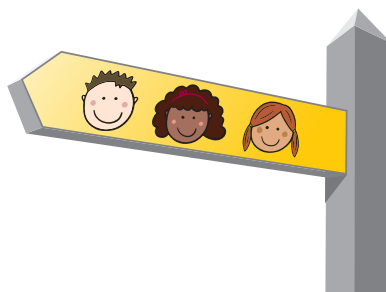
From the age of 1, children are legally entitled to **early childhood support in a daycare centre or a family setting daycare**. From the age of 3, children are legally entitled to **support in a daycare centre**.

In Leverkusen, family setting daycare and daycare centres generally require payment. As there is high demand for childcare slots, interested parents should register their child early for a place at the centre of their choice via the "Kita-Planer" (Daycare Centre Planner) or directly with the centre itself. You can use the Kita-Planer to reserve a slot online at your preferred centre. Please note that a reservation does not constitute a guarantee of a slot in childcare. The platform also provides an overview of all daycare centres in Leverkusen:

<https://elternportal.leverkusen.de/de/>

Childcare

What	For care in a family setting daycare, advice is provided as follows:
Who	STADT LEVERKUSEN FACHBEREICH KINDER UND JUGEND ABT. 510 – TAGESBETREUUNG FÜR KINDER KINDERTAGESPFLEGE (City of Leverkusen, Children and Youth Department, Div. 510 – Daycare for Children, Family Setting Daycare)
Where	Goetheplatz 1 – 4 51379 Leverkusen
Target group	Parents who are looking for information about family setting daycare and, if applicable, would like to secure a slot in family setting daycare for their children
When	Appointment required
Contact	For Rheindorf, Hitdorf, Bürrig, Küppersteg, Wiesdorf, Manfort Sonja Kürten Phone: 0214 / 406-5230 Email: sonja.kuerten@stadt.leverkusen.de For Schlebusch, Alkenrath, Mathildenhof, Steinbüchel Sarah Scherf Phone: 0214 / 406-5145 Email: sarah.scherf@stadt.leverkusen.de For Opladen, Quettingen, Lützenkirchen, Bergisch Neukirchen Nadine Risse Phone: 0214 / 406-5244 Email: nadine.risse@stadt.leverkusen.de Website: www.leverkusen.de



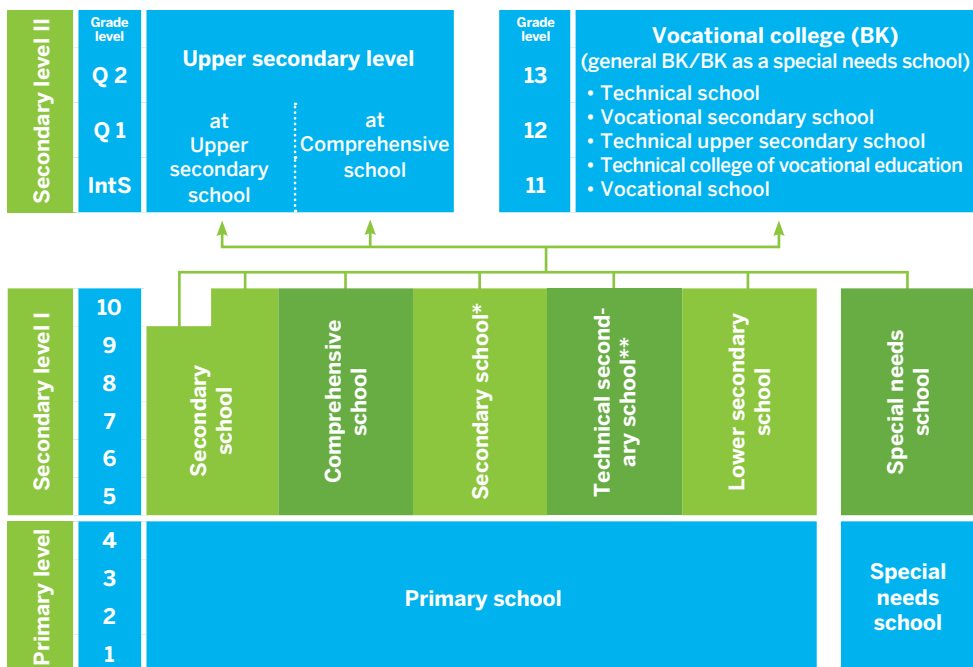
Childcare

Childcare slots at daycare centres are allocated by the administration of the respective centre and parents and legal guardians can use the "Kita-Planer" <https://elternportal.leverkusen.de/de/>. If parents or legal guardians are unable to find a childcare slot for their child or children through this process, they can submit an application for legal entitlement to Stadt Leverkusen. The legal entitlement will be fulfilled at one of the municipal daycare centres in Leverkusen.

What	Legal entitlement to a childcare slot
Who	STADT LEVERKUSEN FACHBEREICH KINDER UND JUGEND ABTEILUNG VERWALTUNG, ZENTRALE DIENSTE UND TAGESEINRICHTUNGEN FÜR KINDER (City of Leverkusen, Children and Youth Department, Administration Division, Central Services and Daycare Centres)
Where	Goetheplatz 1 – 4 51379 Leverkusen Raum 414
Target group	Parents or legal guardians who have not been able to find a childcare slot for their child or children on their own.
When	Arrangement by telephone
Contact	Claudia Decker Phone: 0214 / 406-5106 Anke Süß Phone: 0214 / 406-5275 Email: rechtsanspruch.Kindertagesbetreuung@stadt.leverkusen.de Website: www.leverkusen.de

School system, school registration, recognition of foreign school qualifications

The school system in North Rhine-Westphalia



IntS: Introduction stage (1st year of upper secondary level)

Q: Qualification phase (2nd and 3rd years of the upper secondary level)

* Mandatory cooperation with at least one upper level of a secondary school, a comprehensive school or a vocational college.

** According to the 12th School Law Amendment Act, offering a lower secondary school programme is possible under certain conditions.

(Source: <https://www.schulministerium.nrw/themen/schulsystem/schulformen>)

In Germany, compulsory schooling applies to both girls and boys **from the age of 6 to 18**. In the NRW, this requirement is initially met by attending **primary school, typically for 4 years**, (Primary level, grades 1 – 4) and subsequently by attending a **secondary school, typically for 6 years**, (Secondary level I, grades 5 – 10). For children and youths with special needs that require special education support, it may be necessary to attend a **special needs school**.

After completing the 10th grade, anyone who has **at least an intermediate secondary school diploma with an overall grade of satisfactory** or a Type 10 B diploma is **eligible to attend an upper secondary level school** (Secondary level II). This is completed with an **A level / general higher education entrance qualification** or a **subject-specific higher education entrance qualification**. A **subject-specific higher education entrance qualification** as well as a **university of applied sciences entrance qualification** can also be obtained at a **vocational college**.

School system, school registration, recognition of foreign school qualifications

While the **general higher education entrance qualification (Abitur)** essentially grants access to **degree programmes at universities and universities of applied sciences in Germany** (depending on the *numerus clausus* and any additional admission requirements of the respective university), the **university of applied sciences entrance qualification** allows students to pursue degree programmes at a university of applied sciences. A certificate of **subject-specific university entrance qualification** not only entitles the holder to study at universities of applied sciences but also to study certain subjects at universities.

In addition to the traditional route via the higher education entrance qualification or subject-specific higher education entrance qualification, certain degree programmes offer the option to study at a German higher education institution without a higher education entrance qualification provided certain requirements are met. Those interested can find out about the exact requirements and which degree programmes are available from the respective university.

(Text source: <https://www.schulministerium.nrw/flyer-das-schulsystem-nordrhein-westfalen-einfach-und-schnell-erklaert>
<https://www.schulministerium.nrw/hochschulzugang>
<https://www.schulministerium.nrw/studieren-nach-der-dualen-berufsausbildung>

Children required to attend school and new immigrants

New immigrant children and youths required to attend school are placed in schools by the **Kommunalen Integrationszentrum** upon their arrival in Leverkusen. In the Secondary levels I and II, children and youths who do not yet speak German initially attend German language support groups (Secondary I) or international support classes (Secondary II). These offer support in learning the German language so they can transition into a mainstream education class at a later point.

Parents of children and youths who have recently immigrated to Germany should contact the **Kommunalen Integrationszentrum (KI)** to enrol their children in school. For contact information and further details on KI, see **p. 9**. The following contact partners coordinate the placement in schools:

Jennifer Rahimi
Bernd Hück

Phone: 0214 / 406-5246
Email: ki@stadt.leverkusen.de

Youths and young adults who are no longer required to attend school can contact the Jobcenter's (Job Centre) Integration Point (**p. 40**) to receive information and learn about suitable training and educational programmes, language courses and opportunities for entering the workforce.

School system, school registration, recognition of foreign school qualifications

Recognition of foreign school qualifications

School qualifications obtained abroad may be recognised in Germany under certain conditions. Depending on which qualification is to be recognised, either the **Cologne District Government** or the **Düsseldorf District Government** is responsible.

Information on the procedure for recognising foreign school certificates and on the respective areas of responsibility can be found on the website of the **NRW Ministry of Schools and Education**:

<https://www.schulministerium.nrw/auslaendische-abschluesse>

and the **Cologne District Government**:

<https://www.bezreg-koeln.nrw.de/themen/schule-und-bildung/anerkennung-vonzeugnissen-und-bildungsabschluesse>

The **Cologne District Government** is responsible for the recognition of educational credentials up to the lower secondary and intermediate secondary school qualifications for individuals whose primary residence is in the NRW. The processing time ranges from a few weeks to several months, depending on the complexity and completeness of the documents.

There are various points of contact depending on the country in which the certificates were issued, which you can find in this list:

https://www.bezreg-koeln.nrw.de/system/files/media/document/file/schule_und_bildung_anerkennung_auslaendische_schulzeugnisse_ansprechpartner.pdf

Phone: 0221 / 1472048

Available during the following hours: Monday to Wednesday: 9:00 – 11:30
Tuesday, Thursday: 13:00 – 15:00

The **Düsseldorf District Government** is responsible for recognising foreign educational qualifications as equivalent to the German university entrance qualification. Further information can be found on the website:

<https://www.brd.nrw.de/services/anerkennung-auslaendischer-bildungsnachweise>

Funding from the Bildungs- und Teilhabepaket (Education and Participation Package) for children and youths who attend daycare or school

Children from families receiving benefits according to the Asylbewerberleistungsgesetz, SGB II (Citizens Income), SGB XII, the child supplement or housing benefit may be entitled to support from the Bildungs- und Teilhabepaket (BuT). Further information can be obtained from the school, daycare centre or the Social Affairs Department. On **page 50**, you will find further information on support from the BuT as well as the contact details for the Social Affairs Department.

Vocational training, higher education and the job market**Recognition advice from JOB Service Leverkusen (JSL)**

We provide advice and support regarding the recognition of high school, vocational and college degrees. When it comes to clarifying the options for having your foreign qualification assessed or recognised in Germany, we provide you with free, personalised and goal-oriented advice.

Please apply by email, attaching your resume, to claudia.welke@joblev.de.

If you are a Jobcenter client, please provide us with your client number and the name of your contact person at the Jobcenter.

Appointments cannot be made over the phone.

The following documents are required:

- ID or Passport
- If your name has changed: Name change or marriage certificate
- Tabular CV in German
- All certificates and educational qualifications as originals in the national language
- Subject and marks summaries (or a transcript or diploma supplement for your education or studies)

For further information, visit: www.joblev.de

Important general information on the recognition procedure:

Recognition procedures are subject to a fee in most cases.

You can find more information about the costs on the Recognition Portal website and from the responsible agency:

www.anerkennung-in-deutschland.de

The main online portals for the recognition of qualifications obtained abroad that contain a wealth of helpful information and guidance:

www.anerkennung-in-deutschland.de/tools/berater/de/

<https://anabin.kmk.org/>

www.bq-portal.de

Vocational training, qualification, integration into the job market

► For refugees and immigrants

The recognition procedure for vocational qualifications

The exact procedure, the documents you need to submit and the authority responsible for assessing your application may vary depending on the profession you wish to practise in Germany. As a rule, the recognition procedure consists of several steps.

On the website www.anerkennung-in-deutschland.de, you can first enter the desired profession for which you wish to obtain recognition under "Anerkennungsfinder". Here, you will also find out which authority is responsible for the recognition.

Once you have submitted your application, together with the necessary documents and certificates, to the relevant authority, an **equivalence assessment will follow**. During this process, the relevant authority will check whether the professional **qualification you obtained abroad is equivalent to the German reference occupation**, which means the occupation you wish to practise in Germany on the basis of your foreign professional qualification.

An equivalence assessment is not mandatory for all professions that can be practised in Germany. On the portal mentioned above and depending on the reference occupation, you can find out when a recognition is required and when it is optional.

Provided the application has been submitted in full, together with the necessary documents and certificates, your application will usually be assessed within three months. In exceptional cases or if documents are missing, processing may take longer.

If you are seeking to undergo the recognition procedure, it is advisable to first undergo counselling at one of the free **counselling centres offered by the "Integration durch Qualifizierung (IQ)" (Integration through Qualification (IQ)) support programme**. Here, you can clarify any questions you may have and receive important information on the required documents and the process of the recognition procedure for the relevant reference occupation.

You can find free counselling centres near you under:

https://www.anerkennung-in-deutschland.de/html/de/beratungsstellen_iq_netzwerk.php

The Bundesamt für Migration und Flüchtlinge (BAMF) offers telephone counselling through its "Working and Living in Germany" hotline Monday through Friday at +49 30 1815 1111; Consultation hours: 8:00 – 18:00.

Furthermore, the qualifications recognition counselling service at JOB Service Leverkusen (JSL) also offers further support options, see **page 38**.

Vocational training, qualification, integration into the job market

► For refugees and immigrants

In Leverkusen, various organisations and companies offer opportunities for continuing vocational training. **Recognised refugees** can receive detailed advice on this from the Integration Point from the Integration Point. It is also the central point of contact for advice and integration into the labour, apprenticeship and further training markets, as well as for language, integration and skills development courses for refugees and new immigrants.

INTEGRATION POINT LEVERKUSEN

Responsible for people receiving SGB II benefits:

JOBCENTER ARBEIT UND GRUNDSICHERUNG LEVERKUSEN (SGB II)

INTEGRATION POINT LEVERKUSEN

Heinrich-von-Stephan-Straße 6 a, 4th Floor

51373 Leverkusen

The contact details of the employment advisers can be found on correspondence from the employment service (e.g. invitations to appointments).

You can use the online booking system to make appointments with the Services Division. This is accessible on our website www.jobcenter-agl.de. Further information regarding availability can also be found there.

Documents can be **submitted** via jobcenter.digital. Alternatively, the on-site postboxes are available. Information and access to jobcenter.digital can also be found on the website.

Open visits without an appointment are received Monday to Friday between 8:00 and 12:00 in the reception area (Heinrich-von-Stephan-Straße 6a).

Vocational training, qualification, integration into the job market**► General vocational and unemployment counselling**

What	Vocational counselling The vocational counselling service is the first contact partner for all inquiries relating to apprenticeships and studies. The staff provide advice, support decision-making, encourage new ways of thinking, offer assistance with job applications and work with you to explore alternatives and arrange apprenticeship placements. Even if issues arise during a training programme or if there is a risk of dropping out, the counselors are there to offer advice and support.	
Who	AGENTUR FÜR ARBEIT (Employment Agency)	
Where	Heinrich-von-Stephan-Straße 18, 51373 Leverkusen	
Target group	Students from all types of schools, apprentices – anyone seeking vocational training for the first time.	
When	By prior arrangement. Available by telephone during the following hours: Monday to Thursday: 8:00 – 18:00 Friday: 8:00 – 14:00	
Contact	Phone: 0800 / 4555500 Website: www.arbeitsagentur.de/education Consultation appointments can also be scheduled online at: www.arbeitsagentur.de/beratungswunsch	


 Vocational counselling

Vocational training, qualification, integration into the job market

► General vocational and unemployment counselling

What	Independent counselling services for youths and young adults Aged between 15 and 27 who need special support with the transition from school to working life. The OJB offers support in finding an apprenticeship or job, advice on vocational guidance and career selection, on preparing application documents, on preparing for job interviews and recruitment tests and on dealing with official matters, as well as counselling for personal problems.	
Who	OFFENE JUGENDBERUFSHILFE (Open Youth Vocational Support)	
Where	Kölner Straße 139 51379 Leverkusen	
Target group	Youths and young adults aged 15 – 27 who need special support with the transition from school to working life	
When	Monday, Tuesday, Thursday: Wednesday: Friday:	9:00 – 13:00 and 14:00 – 18:00 14:00 – 18:00 9:00 – 14:00
Contact	Ansgar Lutz Phone: 02171 / 49955 Email: ojb-lev@kja-lro.de Website: www.ojb-leverkusen.de	

The OJB acts as a **resource centre** in collaboration with Leverkusen’s youth vocational assistance and social services agencies to ensure the best possible support for vocational transition.

It also publishes, in collaboration with the **Municipal Coordination Office (Koko) for School-to-Work Transition**, an annually updated overview of programmes that includes addresses and contact information for all key institutions and support services related to the school-to-work transition in Leverkusen. The brochure can be downloaded free of charge at:

www.ojb-leverkusen.de

Vocational training, qualification, integration into the job market**► General vocational and unemployment counselling**

Stadt Leverkusen's Equality Office offers guidance on returning to the workforce.

What	Orientation counselling for women returning to the workforce When women wish to return to work after taking time off to care for their families, they are often interested in receiving advice. They can book an appointment for an orientation counselling session at the Equality Office. This also applies to women who wish to change career direction.
Who	STADT LEVERKUSEN GLEICHSTELLUNGSBÜRO (City of Leverkusen, Equality Office)
Where	Friedrich-Ebert-Straße 17 51373 Leverkusen City-Turm / 7th Floor
Target group	Women in Leverkusen
When	Monday to Friday by prior telephone arrangement
Contact	Cornelia Richrath NetzwerkW(re-entry) Leverkusen Coordinator Phone: 0214 / 406-8300 Email: cornelia.richrath@stadt.leverkusen.de Website: www.netzwerkW-leverkusen.de

The Leverkusen **NetzwerkW** has published two brochures on returning to work in Leverkusen, one of which is for single parents. These can be ordered from the Equality Office and are also available to download from the website:

<https://www.netzwerkW-leverkusen.de/migration-leverkusen/>

In addition, the www.netzwerkW-leverkusen.de website provides a comprehensive overview of educational institutions in Leverkusen and offers information on part-time vocational training.

Vocational training, qualification, integration into the job market

► General vocational and unemployment counselling

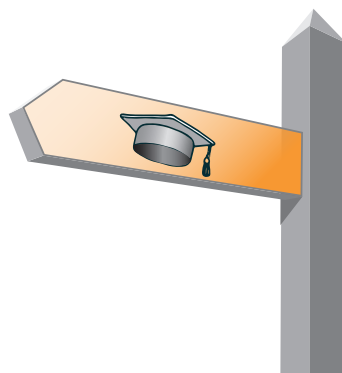
What	Employment & Social Counselling Centre Counselling and support for people in precarious and exploitative working conditions Low-threshold initial information and first point of contact for the unemployed, vocational training, qualification, integration into the job market, general vocational and unemployment counselling	
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Leverkusen Ev. Church District Diaconal Organisation)	
Where	Beratungsstelle Arbeit Moskauer Straße 3 51373 Leverkusen-Wiesdorf	
Target group	Unemployed people, those at risk of unemployment, people in precarious and exploitative employment and recipients of unemployment benefits or basic income support	
When	Beratungsstelle Arbeit Wiesdorf 3 Moskauer Straße (Old fire station) 51373 Leverkusen Monday, Tuesday, Thursday: 9:00 – 15:00 (by appointment only) Offene Sozialberatung Wiesdorf 3 Moskauer Straße (Old fire station) 51373 Leverkusen Monday and Friday: 9:00 – 14:00	
Contact	Simona Liese Phone: 0163/7370215 Email: beratungsstelle.arbeit@diakonie-leverkusen.de Website: https://www.diakonie-leverkusen.de/soziale-teilhabe/beratungsstelle-arbeit	

Access to studies for refugees and immigrants

What	Studies counselling for refugees Information and counselling for refugees who wish to study in the NRW, including information on the recognition of educational credentials, admission requirements, financing of the studies and opportunities for qualification.
Who	DIE STUDIERENDENBERATUNGEN, INTERNATIONAL OFFICES UND AKADEMISCHEN AUSLANDSÄMTER at various universities. (Student Counselling Services, International Offices and Academic Offices for Study Abroad) At https://www.mkw.nrw/service/informationen-fuer-gefluechtete Those interested can find out more by contacting the relevant persons at the universities in the NRW.
Where	Dependent upon the respective university
Target group	Refugees and immigrants who had to interrupt their studies in their home country, wish to have their studies recognised in Germany and would like advice on study opportunities
When	Dependent upon the respective university
Contact	Website: www.refugee-students-service.nrw.de

Further information on studies for refugees and asylum seekers (in various languages):

<https://www.study-in-germany.de/de/>



Please note that all applications for social benefits are assessed on a case-by-case basis. A decision will be made as to whether you are entitled to benefits and, if so, to which extent. Submitting an application does not in itself constitute approval of benefits.

According to the Asylbewerberleistungsgesetz

What	Benefits according to the Asylbewerberleistungsgesetz Asylum seekers may be entitled to financial benefits according to the Asylbewerberleistungsgesetz. Applications for these must be made at Stadt Leverkusen's Social Affairs Department.	
Who	STADT LEVERKUSEN FACHBEREICH SOZIALES ABTEILUNG MIGRANTEN UND WOHNUNGSNOTFÄLLE (City of Leverkusen, Social Affairs Department, Migrants and Housing Emergencies Division)	
Where	Hauptstraße 119 51373 Leverkusen	
When	Opening hours: Monday to Thursday: 8:30 – 15:30 Friday: 8:30 – 12:30 or by prior telephone arrangement Availability by phone: Monday, Wednesday, Friday: 9:00 – 12:00 Thursday: 13:30 – 15:30	
Contact	Phone: 0214 / 406-50001 Email: 503-leistung@stadt.leverkusen.de Website: www.leverkusen.de	

Unemployment benefit

What	Unemployment Benefit I						
Who	AGENTUR FÜR ARBEIT LEVERKUSEN (Leverkusen Employment Agency) The Agentur für Arbeit is the point of contact for job seekers and employees. It offers advice and support with career reorientation, job searches, applications and financial assistance. The agency is also responsible for matters relating to continuing education and vocational rehabilitation. Anyone receiving the Unemployment Benefit I should contact the Agentur für Arbeit.						
Where	Heinrich-von-Stephan-Straße 18, 51373 Leverkusen						
Target group	Unemployed people who are entitled to the Unemployment Benefit I.						
When	Availability by phone: <table data-bbox="262 884 705 938"> <tr> <td>Monday to Thursday:</td> <td>8:00 – 18:00</td> </tr> <tr> <td>Friday:</td> <td>8:00 – 14:00</td> </tr> </table> Unemployment / Job seeker registration: <table data-bbox="262 1043 701 1075"> <tr> <td>Monday through Friday:</td> <td>8:00 – 11:00</td> </tr> </table>	Monday to Thursday:	8:00 – 18:00	Friday:	8:00 – 14:00	Monday through Friday:	8:00 – 11:00
Monday to Thursday:	8:00 – 18:00						
Friday:	8:00 – 14:00						
Monday through Friday:	8:00 – 11:00						
Contact	<table data-bbox="262 1142 913 1197"> <tr> <td>Phone:</td> <td>0800 / 4555500</td> </tr> <tr> <td>Website:</td> <td>www.arbeitsagentur.de/eservices</td> </tr> </table>	Phone:	0800 / 4555500	Website:	www.arbeitsagentur.de/eservices		
Phone:	0800 / 4555500						
Website:	www.arbeitsagentur.de/eservices						

7. Possible benefits and further assistance

Unemployment benefit

What	Unemployment Benefit II (under SGB II)
Who	JOBCENTER ARBEIT UND GRUNDSICHERUNG LEVERKUSEN (SGB II) (Leverkusen Job Centre Work and Basic Security, (SGB II))
Where	Heinrich-von-Stephan-Straße 18, 51373 Leverkusen
Target group	Beneficiaries capable of work who are entitled to the Unemployment Benefit II according to SGB II
When	The open consultation hours are reserved exclusively for particularly urgent matters, change of address requests or new applications: Monday to Friday: 8:00 – 12:00 Appointments may only be arranged via Jobcenter-Digital.
Contact	Website: https://www.jobcenter-agl.de/jobcenter/kontakt/

What	Basic income support for the elderly and those with reduced earning capacity, assistance with living costs (under SGB XII) People who are unable to work due to illness or old age and who cannot support themselves, or cannot do so entirely on their own, may, under certain circumstances, be entitled to the social support benefits mentioned above.	
Who	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE LEISTUNGEN (City of Leverkusen – Social Affairs Department, Social Services Division)	
Where	Hauptstraße 119 51373 Leverkusen	
Target group	People with their habitual residence in the Federal Republic of Germany, provided they meet the eligibility criteria	
When	Opening hours: Monday through Friday: 8:00 – 12:30 and by prior telephone arrangement Availability by phone: Monday, Wednesday, Friday: 8:00 – 12:00 Thursday: 13:30 – 15:30	
Contact	Phone: Email: Website:	0214 / 406-50001 502-soziale-leistungen@stadt.leverkusen.de www.leverkusen.de

For families and children

What	Child benefit and child supplement People who are eligible for the child benefit can also apply for the child supplement . Unlike the child benefit, however, this benefit is income-dependent and is granted only to parents/families whose income does not exceed certain upper limits or fall below certain lower limits.	
Who	FAMILIENKASSE NORDRHEIN-WESTFALEN WEST (Family Benefits Office North Rhine-Westphalia West)	
Where	Mailing address: FAMILIENKASSE NORDRHEIN-WESTFALEN WEST 50574 Cologne Visitor address: Familienkasse Nordrhein-Westfalen West An der Gohrsmühle 25 51465 Bergisch Gladbach	
Target group	Families / Single-parent households with one or more children	
When	Office hours: Tuesday and Thursday: 8:00 – 13:00	
Contact	For inquiries regarding the child benefit and the child supplement: Phone: 0800 / 4555530 Availability: Monday to Friday: 8:00 – 18:00 Email: Familienkasse-Nordrhein-Westfalen-West @arbeitsagentur.de Dates of payment announcement service (24/7): Phone: 0800 / 4555533	

7. Possible benefits and further assistance

For families and children

What	BuT (Bildungs- und Teilhabepaket) Funding is available, for example, for excursions and trips organised by daycare centres and schools, school supplies (such as exercise books and school bags), learning support (tutoring), school lunches, school transport and social and cultural participation.		
Who	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG WOHNUNGSGELD / BuT (City of Leverkusen – Social Affairs Department, Housing Assistance Division / Education and Participation Package)		
Where	Hauptstraße 119, 51373 Leverkusen		
Target group	Children and youths who receive one of the following social benefits: Benefits according to SGB II (provided by the Jobcenter), SGB XII (basic income support), AsylbLG, KIZ (child supplement) or housing assistance		
When	Opening hours:	Tuesday:	13:30 – 15:30
		Thursday:	8:30 – 12:30
	Availability by phone:	Monday through Wednesday:	8:30 – 12:30
		Wednesday and Thursday:	13:30 – 15:30
Contact	Phone:	0214 / 406-50001	
	Email:	504-but@stadt.leverkusen.de	
	Website:	www.leverkusen.de	

What	Parental allowance Parents are entitled to the parental allowance from the moment their child is born. The application for this can be submitted on the day of the child's birth. The parental allowance may be granted retrospectively for up to three months prior to the month in which the application is made. Further information on eligibility criteria and the application process can be obtained from the Social Services Department.		
Who	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE DIENSTE (City of Leverkusen – Social Affairs Department, Social Services Division)		
Where	Applications can be submitted online. https://www.familienportal.nrw/de/elterngeld Written applications should be sent to: Hauptstraße 119, 51373 Leverkusen		
Target group	Parents who have recently had a baby		
When	Please call in advance to make an appointment.		
	Availability by phone:	Monday to Thursday:	8:30 – 15:30
		Friday:	8:30 – 13:30
Contact	Phone:	0214 / 406-50001	
	Email:	elterngeld@stadt.leverkusen.de	
	Website:	www.leverkusen.de	

Support for education and training

What	Educational support for students (BAföG) Applying for BAföG for students
Who	STADT LEVERKUSEN FACHBEREICH KINDER UND JUGEND ABTEILUNG GERICHTSWESEN UND WIRTSCHAFTLICHE HILFE AUSBILDUNGSFÖRDERUNG (CITY OF LEVERKUSEN – CHILDREN AND YOUTH DEPARTMENT, JUDICIAL AFFAIRS AND ECONOMIC ASSISTANCE DIVISION, TRAINING SUPPORT)
Where	Goetheplatz 1 – 4 51379 Leverkusen BAföG for students: Applications for benefits according to BAföG for students at universities or universities of applied sciences must be submitted to the offices for student financial aid at the student's place of study. Further information and documents are available at: https://leverkusen.kommunalportal.nrw/detail/-/vr-bis-detail/dienstleistung/60429/show
Target group	Students
When	Monday, Thursday: 14:00 – 16:00 Wednesday: 8:30 – 12:30 And by arrangement
Contact	Gudrun Hartmann, Secretariat Phone: 0214 / 406-5101 Letters A – K Michaela Beckschulte Phone: 0214 / 406-5251 Email: michaela.beckschulte@stadt.leverkusen.de Letters L – Z Mahyoub Aawais Phone: 0214 / 406-5401 Email: mahyoub.aawais@stadt.leverkusen.de Website: www.leverkusen.de

Support for education and training

What	Vocational training grant (BAB) Vocational training grants may be approved during vocational training following an application if • it is the applicant's first vocational training, • it is not a school-based training programme and • the youth no longer lives in their parents' household. The vocational training grant may also be approved during a vocational preparation programme (BvB) following an application. This programme prepares participants who do not have a lower secondary school diploma to subsequently earn one and/or to pursue vocational training. Participation is only possible following referral by the vocational counselling service.	
Who	AGENTUR FÜR ARBEIT (Employment Agency)	
Where	Heinrich-von-Stephan-Straße 18, 51373 Leverkusen	
Target group	Students, apprentices	
When	Opening hours: Monday through Friday: 8:00 – 11:00	
Contact	Phone: Website:	0800 / 4555500 www.arbeitsagentur.de/eservices

Other social benefits

What	Housing benefit The granting of a housing benefit according to the Federal Housing Act to tenants or homeowners in the form of a rent or mortgage allowance		
Who	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE LEISTUNGEN (City of Leverkusen – Social Affairs Department, Social Services Division)		
Where	Hauptstraße 119 51373 Leverkusen		
Target group	Tenants and homeowners in Leverkusen who meet the eligibility requirements		
When	Opening hours:	Tuesday: Thursday:	8:30 – 12:30 13:30 – 15:30
Contact	Phone: Email: Website:	0214 / 406-50001 504-wohngeld@stadt.leverkusen.de www.leverkusen.de	

What	Housing eligibility certificate (WBS) Those who wish to move into a publicly subsidised apartment (social housing) need a valid housing eligibility certificate. This is issued to the household seeking accommodation, provided that their gross annual income does not exceed an income threshold determined based on the number of people in the household. Further information can be obtained from the Social Affairs Department.		
Who	STADT LEVERKUSEN – FACHBEREICH SOZIALES ABTEILUNG SOZIALE LEISTUNGEN (City of Leverkusen – Social Affairs Department, Social Services Division)		
Where	Hauptstraße 119 51373 Leverkusen		
Target group	People who wish to move into publicly subsidised housing		
When	Opening hours:	Tuesday: Thursday:	8:30 – 12:30 13:30 – 15:30
Contact	Phone: Email: Website:	0214 / 406-50001 504-wohngeld@stadt.leverkusen.de www.leverkusen.de	

Other social benefits

What	MobilPass (Mobility Pass) If you are receiving benefits under SGB II (Hartz IV), SGB XII (social assistance), the Asylum Seekers Benefits Act or a disability pension in conjunction with social assistance, a MobilPass can be issued. With the MobilPass, you can purchase 4-trip tickets and monthly passes at a reduced rate.
Who	STADT LEVERKUSEN FACHBEREICH BÜRGER UND INTEGRATION (City of Leverkusen, Citizen and Integration Department)
Where and When	Verwaltungsgebäude Wiesdorfer Arkaden Hauptstraße 105 51373 Leverkusen Monday, Wednesday and Friday: 8:00 – 12:00 Rathaus Friedrich-Ebert-Platz 1 51373 Leverkusen Thursday: 14:00 – 18:00 Verwaltungsgebäude Goetheplatz Goetheplatz 1 – 4 51379 Leverkusen Monday through Friday: 8:00 – 12:00
Target group	People who receive the benefits listed above and wish to apply for a MobilPass To obtain the MobilPass, you must bring your current approval or benefit notification with you. A formal, written application is not necessary.
Contact	Phone: 0214 / 406-0 Email: postmaster@stadt.leverkusen.de Website: www.leverkusen.de

Other social benefits

What	Counselling on leaving the country and perspectives Advice for refugees who wish to return to their home country or leave for a third country. Planning for voluntary return before the threat of forced return arises. Support with procedures relating to plans to leave the country. Review and application for potential financial assistance.
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Leverkusen Ev. Church District Diaconal Organisation)
Where	Pfarrer-Schmitz Straße 9 51373 Leverkusen
Target group	Refugees who wish to leave the country voluntarily and refugees who are obligated to leave and prefer to leave on their own free will rather than be deported
When	Consultation hours arranged by telephone
Contact	Anne Münch Phone: 0173 / 3960228 Email: rb@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Volunteer engagement in the area of integration and refugees

Many Leverkusen residents wish to become involved in volunteer work. Opportunities for volunteer civic engagement are available with the Stadt Leverkusen, at charitable organisations, in associations or with community initiatives. Detailed information regarding projects and opportunities can be found on the Integration Portal at www.integration-in-leverkusen.de under the menu item "Freizeit, Familie & Ehrenamt – Ehrenamt" (Free Time, Family & Volunteering):

<https://integration-in-leverkusen.de/index.php/de/freizeit-familie-und-ehrenamt/ehrenamt>

**People who wish to volunteer in Leverkusen
can contact the following organisations:****STADT LEVERKUSEN – KOMMUNALES INTEGRATIONSZENTRUM**

Matthias Hogrefe

Phone: 0214 / 406-5246

Email: ki@stadt.leverkusen.de

FLÜCHTLINGSRAT LEVERKUSEN

Assists refugees in finding housing

Phone: 0176 / 24851680

Email: auszugsberatung@koelner-fluechtlingsrat.de

CARITASVERBAND LEVERKUSEN E.V.

Projects: "Einzel- oder Familienpatenschaften" (Individual or Family Sponsorships) as language learning mentors and in the open community programmes offered by Caritas Leverkusen

Güven Cöcü

Phone: 0214 / 85542-505

Email: gueven.coecue@caritas-leverkusen.de

Volunteer engagement in the area of integration and refugees

AWO KREISVERBAND LEVERKUSEN E.V.

AWO Familienseminar und Interkulturelles Zentrum Leverkusen

Various volunteer projects, such as a craft group, language support programmes, groups for women, men, children and young people, an open evening drop-in and a bicycle repair workshop, sports and cultural activities and one-to-one support for new immigrants

Layla Peschke

Phone: 01578 / 5037563

Email: peschke@awo-lev.de

Website: www.familienseminar.info/

KATHOLISCHE JUGENAGENTUR LRO/OFFENE JUGENDBERUFSHILFE

Volunteer mentoring for work with refugees aged 18 - 27

Project GeSa (Strong Together in the Job Market / Leverkusen Youth Migration Service)

Ulrika Bartussek-Frank

Phone: 02171/ 49955 or 01575 / 8722217

Email: ulrika.bartussek-frank@kja-lro.de

Website: www.ojb-leverkusen.de

LEVERKUSENER TAFEL E.V.

Volunteer civic engagement at one of the 6 distribution centres of Leverkusener Tafel e.V.: Alkenrath – Manfort – Opladen – Quettingen – Wiesdorf

Gudrun Schramm, Board Member

Phone: 0214 / 3102370

Email: leverkusener-tafel-ev@t-online.de

Website: www.leverkusener-tafel.de

FREIWILLIGENZENTRUM DIE LUPE

Placement in volunteer roles in the areas of working with people, the environment and nature, culture, administration and public relations

Waltraud Liesenklas

Phone: 0214 / 52723

Email: info@lupe-lev.de

Website: www.lupe-lev.de

Volunteer engagement in the area of integration and refugees

Acceptance of donations in kind

CARITASVERBAND LEVERKUSEN E.V.

In Wiesdorf:

Andrea Wetzstein
Carl-Leverkus-Straße 16
51373 Leverkusen

Phone: 0214 / 85542-860 or 0214 / 85542-865
Email: andrea.wetzstein@caritas-leverkusen.de

Monday, Thursday: 9:00 – 16:00
Friday: 9:00 – 12:00

In Opladen:

Andrea Wetzstein
Sandstraße 69
51381 Leverkusen

Phone: 0214 / 85542-860 or 0214 / 85542-865
Email: andrea.wetzstein@caritas-leverkusen.de

By prior arrangement only

Monday: 9:00 – 12:00
Friday: 12:00 – 15:30

Ausschuss für Chancengerechtigkeit und Integration (formerly the Integration Council)

Political representation and migrant self-help organisations

In Leverkusen, the interests of Leverkusen citizens with a migrant background are represented by the Ausschuss für Chancengerechtigkeit und Integration. It is a political body which, among other things, campaigns for improvements in the areas of daycare, school, vocational training, housing and residence and refugee situations in Leverkusen. The Ausschuss für Chancengerechtigkeit und Integration consists of Leverkusen residents with a migrant background and is elected by them.

The Chair of the Ausschuss für Chancengerechtigkeit und Integration is Mr Ismalj Memishi. People with an immigrant background can contact the office of the Ausschuss für Chancengerechtigkeit und Integration with their concerns and questions, particularly on issues that are important to foreign residents.

THE STADT LEVERKUSEN Ausschuss für Chancengerechtigkeit und Integration

Office:
Manforter Straße 184
51373 Leverkusen
Eingang 4

Monday, Tuesday, Thursday, Friday: 8:30 – 12:00
Wednesday: 15:00 – 17:30

Andreas Laukötter
Director of the Ausschuss für Chancengerechtigkeit und Integration
Phone: 0214 / 406-33400
Email: integrationsrat@stadt.leverkusen.de
Website: www.integrationlev.de

The office of the Ausschuss für Chancengerechtigkeit und Integration serves as the contact partner for all questions regarding migrant self-help organisations and associations in Leverkusen.

Appointments with Mr Laukötter can also be arranged by telephone outside the times mentioned above. The Ausschuss für Chancengerechtigkeit und Integration also provides a list of migrant self-help organisations (associations) in Leverkusen on its website.

Medical care

Under the Asylbewerberleistungsgesetz (AsylbLG), the following applies to asylum seekers currently undergoing asylum proceedings:

Asylum seekers can see a doctor or go to a hospital if they have acute illnesses or are in pain. This also applies to treatment and examinations during pregnancy and childbirth as well as to the treatment of medical emergencies.

A treatment voucher is required to see a doctor or visit a hospital. This document is sent to the migrant by the Social Services Department once a quarter and must be presented to the doctor. The attending physician who has received the treatment voucher may, if necessary, prescribe medication or refer the patient to a specialist. In such cases, further treatment may only be received once approval has been granted by the Social Services Department. After 15 months, the asylum seeker is entitled to health insurance. The Social Services Department will inform those concerned of this in a timely manner.

**STADT LEVERKUSEN – FACHBEREICH SOZIALES
ABTEILUNG MIGRANTEN UND OBdachLOSE**

Hauptstraße 119
51373 Leverkusen

Information and points of contact for treatment and support for mental health conditions can be found from **page 25** under "Mental health".

Parenting and early intervention

In Leverkusen, in addition to the municipal Psychological Family Counselling Centre, there are various organisations and facilities that parents and families can turn to with questions regarding parenting and early intervention:

<https://www.leverkusen.de/leben-in-lev/familie-kinder/hilfe-erziehung.php#c2>

Offers for parents and children

In addition, many organisations offer support and advice for families as well as **playgroups** for parents and their children aged 0 – 3:

EARLY INTERVENTION AT THE RHEINDORFER LADEN

Königsberger Platz 13	Julia Schlömer, Daniela Ahrens-Giesecking, Nadja Hens
51371 Leverkusen-Rheindorf	Phone: 0214 / 2064240
	Email: info@rheindorfer-laden.de
	Website: www.rheindorfer-laden.de

EARLY INTERVENTION AT THE STEINBÜCHEL IM NACHBARSCHAFTSTREFF Caritasverband Leverkusen e.V

Albert-Schweitzer-Straße 9	Agnes Dahlem
51377 Leverkusen	Phone: 0214 / 85542-745
	Email: nachbarschaftstreff@caritas-leverkusen.de
	Website: www.caritas-leverkusen.de

EARLY INTERVENTION AT THE ALKENRATHER FAMILIENTREFF (ALFA) Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.

Graf-Galen-Platz 9	Britta Weise, Anna Ljubisic
51377 Leverkusen	Phone: 0214 / 73486430
	Email: alfa@diakonie-leverkusen.de
	Website: www.diakonie-leverkusen.de

EARLY INTERVENTION AT THE MANFORTER LADEN Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.

Gustav-Heinemann-Straße 40	Daniela Wittwer, Dorota Kürten
51377 Leverkusen	Phone: 0214 / 311-29566
	Email: manforter-laden@diakonie-leverkusen.de
	Website: www.diakonie-leverkusen.de

Offers for parents and children

EARLY INTERVENTION AT THE OPLADENER LADEN AWO Kreisverband Leverkusen e.V.

Bahnhofstraße 21
51379 Leverkusen

Laura Goßen-Deters
Phone: 01578 / 5037613
Email: opladenerladen@awo-lev.de
Website: <https://awoleverkusen.de/opladener-laden>

The Opladener Laden will be moving to the following address on
01.07.2026:
Berliner Platz 3, 51379 Leverkusen.

Various group activities will continue to take place
at Goetheplatz 1 – 4, 51379 Leverkusen.

PRO FAMILIA

Nobelstraße 19
51373 Leverkusen

Phone: 0214 / 401804
Email: leverkusen@profamilia.de
Website: www.profamilia.de/leverkusen

SKF – SOZIALDIENST KATHOLISCHER FRAUEN E.V.

Düsseldorfer Str. 2
51379 Leverkusen

Katharina Brokjans, Team Leader of the Family Midwives
Phone: 02171 / 4903-0
Email: info@skf-leverkusen.de
Website: <https://caritas.erzbistum-koeln.de/leverkusen-skf/>

EARLY INTERVENTION Der Kinderschutzbund Leverkusen e.V.

Baby group with play activities for parents with children aged 0 – 1

Opladener Laden
Bahnhofstraße 21
51379 Leverkusen

Phone: 02171 / 7999894
Email: info@dksb-leverkusen.de
Website: www.dksb-leverkusen.de

Offers for parents and children

For questions about the "Netzwerk Frühe Hilfen Leverkusen" (Leverkusen Early Intervention Network):

STADT LEVERKUSEN
FACHBEREICH KINDER UND JUGEND
Abteilung Erziehungshilfe

Goetheplatz 1 – 4
 51379 Leverkusen

Ana Danica Vilic, Network Coordinator

Phone: 0214 / 406-5407

Email: anadanica.vilic@stadt.leverkusen.de

Daniela Lindemann, Network Coordination

Phone: 0214 / 406-5633 or 0162 / 6051011

Email: daniela.lindemann@stadt.leverkusen.de

Website: https://www.leverkusen.de/vv/produkte/FB51/Fruehe_Hilfen.php

What	Multilingual playgroups "Griffbereit" (Close at Hand) Parent and child playgroups for children aged 8 months to 3 years
Who	STADT LEVERKUSEN KOMMUNALES INTEGRATIONSZENTRUM (City of Leverkusen, Municipal Integration Centre)
Where / When	The groups meet for two hours a week at various locations except during school breaks. Further information is available from Mrs Weber.
Target group	Parents with children aged 8 months to 3 years
Contact	Wiebke Weber Kommunales Integrationszentrum Phone: 0214 / 406 5228 Email: wiebke.weber@stadt.leverkusen.de Website: www.integration-in-leverkusen.de

Affordable clothing, food and toys

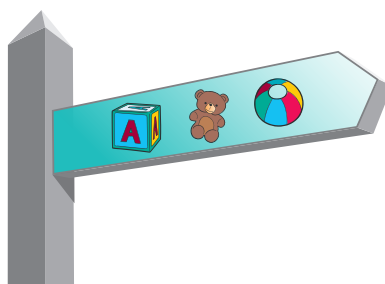
What	Children's clothing box Affordable second-hand children's clothing for all; trousers, shirts, blouses, skirts, shoes, pushchairs, cots, books and games, and much more at affordable prices
Who	DER KINDERSCHUTZBUND LEVERKUSEN E.V. (The Leverkusen Child Protection Association E.V.)
Where / When	Quettingen, Lützenkirchener Straße 169 Monday, Tuesday: 10:00 – 12:00 Wednesday, Thursday: 15:00 – 17:00 Every second Saturday 10:00 – 13:00 Rheindorf, Felderstraße 165 Monday, Tuesday, Thursday: 10:00 – 12:00 Wednesday: 15:00 – 17:00 Opladen, Bracknellstraße 32 Tuesday, Friday: 10:00 – 12:00
Target group	Families and individuals
Contact	Office Phone: 02171/581478 Email: info@dksb-leverkusen.de Website: www.dksb-leverkusen.de

What	Clothing bank
Who	ALKENRATHER FAMILIENTREFF Diakonisches Werk des Evangelischen Kirchenkreises Leverkusen (Alkenrather Family Group, Leverkusen Evangelical Church District Diaconal Organisation)
Where	Graf-Galen-Platz 9 51377 Leverkusen
Target group	Families (clothing up to size 122)
When	Tuesday: 10:30 – 12:00
Contact	Britta Weise, Anna Ljubisic Phone: 0214 / 73486430 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Affordable clothing, food and toys

What	Clothing bank
Who	MANFORTER LADEN Diakonisches Werk des Evangelischen Kirchenkreises Leverkusen (Manforter Store, Leverkusen Evangelical Church District Diaconal Organisation)
Where	Gustav-Heinemann-Straße 40 51377 Leverkusen
Target group	Families and single parents. Clothing for children aged 0 – 3
When	Wednesday: 15:15 – 16:15
Contact	Rachida El Ouady-Bourassi Phone: 0214 / 31129566 Email: manforter-laden@diakonie-leverkusen.de Website: www.manforter-laden.de

What	Sterntaler Kinderladen
	Second-hand children's clothing up to size 164, children's games and books, cots, pushchairs and much more at affordable prices
Who	STERNALER KINDERLADEN (Sterntaler Children's Store)
Where	An St. Remigius 3 (Kolpinghaus) 51379 Leverkusen-Opladen
Target group	Families with child(ren)
When	Tuesday: 16:00 – 18:00 Thursday: 10:00 – 12:00
Contact	Phone: 02171/ 39577-0 (St. Remigius Parish Office) Email: sterntaler@sankt-remigius.de Website / Facebook: www.facebook.com/sterntalerladen



Affordable clothing, food and toys

What	Clothing Bank / Clothing Cellar Clothing, shoes and occasionally other everyday items such as umbrellas or handbags
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION (Caritas Association Leverkusen E.V., Specialist Service for Social and Vocational Integration)
Where / When	Wiesdorf, Carl-Leverkus-Straße 16 Monday to Thursday: 9:00 – 12:00 Monday, Tuesday, Thursday: 14:00 – 17:00 Opladen, Sandstraße 69 Tuesday, Thursday: 14:00 – 17:00 Wednesday: 9:00 – 12:00 Please call to make an appointment beforehand. Quettingen, Quettinger Straße 197 (Furniture exchange) Monday to Thursday: 8:00 – 17:00 Friday: 8:00 – 12:30
Target group	Families and single parents
Contact	Wiesdorf: Andrea Wetzstein Phone: 0214 / 85542-860 Email: andrea.wetzstein@caritas-leverkusen.de Opladen: Nicole Jerusel Phone: 0214 / 85542-865 Email: nicole.jerusel@caritas-leverkusen.de Quettingen: Rainer Wansert Phone: 0214 / 85542-840 Email: moebelboerse@caritas-leverkusen.de Website: https://www.caritas-leverkusen.de/soziale-und-berufliche-integration/beschaffung

What	Child car seat rental Child car seats can be rented for a small fee.
Who	DER KINDERSCHUTZBUND LEVERKUSEN E.V. (The Leverkusen Child Protection Association E.V.)
Where	Bracknellstraße 32, 51379 Leverkusen
Contact	Phone: 02171 / 581478 Email: info@dksb-leverkusen.de Website: www.dksb-leverkusen.de

Affordable clothing, food and toys

What	Leverkusener Tafel People in need can currently receive food free of charge at the Leverkusen Food Bank. Pick-up is limited to twice a week.
Who	LEVERKUSENER TAFEL E.V. (Leverkusener Food Bank E.V.)
Where	Leverkusener Tafel Office: Hauptstraße 124 – 126, 51373 Leverkusen-Wiesdorf There are distribution points at 6 locations in Leverkusen: Manfort Katholisches Pfarrheim St. Joseph, Josefstraße 28 Opladen (2 distribution points): Pfarrheim St. Michael, Sandstraße 22 Evangelische Freikirchliche Gemeinde Opladen, Humboldtstraße 65 Wiesdorf Bunker, Dönhoffstraße 103 Quettingen Pfarrheim Katholische Kirche St. Maria Rosenkranzkönigin, 111 Quettinger Street Alkenrath Katholisches Pfarrheim St. Johannes der Täufer, Graf-Galen-Platz 5
Target group	Food is distributed to holders of a valid food bank card, which can be applied for at the office on Hauptstraße. To do so, you will need a certificate of residence from the Stadt Leverkusen, a valid form of identification and proof of need. All supporting documents must be submitted in paper format. https://www.tafel-leverkusen.de/kontakt/terminvergabe
When	Office hours: Tuesday, Wednesday, Thursday: 10:00 – 12:00 Only by arrangement The opening hours of the distribution points can be found on the notice boards at all distribution points and on the website.
Contact	Phone: 0214 / 3102370 Email: leverkusener-tafel-ev@t-online.de Website: www.tafel-leverkusen.de

General recreational activities and city library

A comprehensive overview of **recreational activities** is available on Stadt Leverkusen's website:

<https://www.leverkusen.de/stadt-erleben/freizeit>

Recreational activities offered by the Leverkusen **City Library** can be found at:

<https://www.stadtbibliothek-leverkusen.de/>

The Leverkusen City Library lends out books, magazines, films, audiobooks, console games and much more. These items can be borrowed in person or online as e-books. But the library offers even more: It's a place where you can meet up, study together, read, use the internet and take part in guided tours, courses or events. Many of these services are free of charge, while some require a library card. The library staff will be happy to advise you. There are also guided tours and resources specifically for learners of German!

In addition to the main branch of the City Library in the Rathaus-Galerie in Leverkusen-Wiesdorf, there are smaller branches in Opladen (Landrat-Lucas-Gymnasium) and Schlebusch (Freiherr-vom-Stein-Gymnasium).

Hauptstelle Stadtbibliothek

Wiesdorf
Friedrich-Ebert-Platz 3 d
51373 Leverkusen

Eva-Marie Urban
Stadtbibliothek Director

Phone: 0214 / 406-4220
Fax: 0214 / 406-4202
Email: info@stadtbibliothek-leverkusen.de

Tuesday – Friday: 10:00 – 18:00
Saturday: 11:00 – 14:00

You can find additional branches of the City Library under:

<https://www.stadtbibliothek-leverkusen.de/Bibliothek-vor-Ort>



Intercultural recreational activities

What	TRI-O: Die 67 (Küppersteg) and TRI-O: Die 11 (Wiesdorf) Open children's and youth work; education in democracy; fostering a sense of community; providing a space for communication, retreat and emancipatory learning and action; political, cultural and informal education	
Who	KATHOLISCHE KIRCHENGEMEINDE ST. STEPHANUS TRI-O (ST. STEPHANUS CATHOLIC PARISH, TRI-O)	
Where	Trio-O: Die 67 Küppersteg Windthorststraße 67a 51373 Leverkusen Trio-O: Die 11 Wiesdorf Breidenbachstraße 11 51373 Leverkusen Trio-O: DAS MOBIL Mobile outreach work with children and young people	
Target group	Children, youths and young adults (aged 6 – 25)	
When	Trio-O: Die 67 Monday, Wednesday, Thursday: 15:00 – 19:00 Tuesday: 16:00 – 19:00 Wednesday: 15:00 – 19:00 Trio-O: Die 11 Monday to Thursday: 15:00 – 19:00 Friday: 14:00 – 19:00 Wednesday 15:00 – 19:00	
Contact	Jonas Stilck, Centre Manager Phone: 0214 / 31204617 or 0176 / 50667823 Email: trio@stephanus-wbk.de Website: www.stephanus-wbk.de	

Intercultural recreational activities

In Leverkusen, the following organisations and facilities that offer **intercultural recreational activities** for the entire family:

VHS LEVERKUSEN ("Willkommen im Kino" film series (Welcome to the Movies))

Kommunales Kino
im Forum Filmstudio
Am Büchelster Hof 9
51373 Leverkusen

Ute Mader
Phone: 0214 / 406-4188 (VHS Service Centre)
Email: info@vhs-leverkusen.de
Website: www.vhs-leverkusen.de

ALKENRATHER FAMILIENTREFF

Graf-Galen-Platz 9
51377 Leverkusen

Britta Weise, Anna Ljubicic
Phone: 0214 / 73486430
Email: alfa@diakonie-leverkusen.de
Website: www.diakonie-leverkusen.de

DEUTSCHER FRAUENRING LEVERKUSEN E.V. (Bicycle classes for women and children)

Oderstraße 32
51371 Leverkusen

Michaela di Padova, Board Member
Phone: 0178 / 5051931
Email: frauenringLeverkusen@gmx.de
Website: www.frauenring-leverkusen.de

FRAUENCAFÉ INTERNATIONAL – HAUS DER INTEGRATION

Manforter Straße 184
Eingang 3
51373 Leverkusen

Graziella Sorce, Spokesperson for Frauencafé International
Phone: 0173 / 8913418
Email: grace74@gmx.de
Website: www.integrationlev.de

BEGEGNUNGSSTÄTTE "EINFACH DA" (Simply There) (St. Stephanus Forum Volunteer Work)

Breidenbachstraße 13 – 17
51373 Leverkusen

Dr Birgit Lennarz
Phone: 01578 / 4086551
Email: lennarz@stephanus-wbk.de
Website: www.stephanus-wbk.de

Intercultural recreational activities

TRI-O: DAS MOBIL

Stefanie Riemann
 Phone: 0176 / 43147603
 Email: riemann@stephanus-wbk.de
 Website: www.stephanus-wbk.de

MANFORTER LADEN

Gustav-Heinemann-Straße 40
 51371 Leverkusen-Rheindorf

Daniela Wittwer, Dorota Kürten
 Phone: 0214 / 31129566
 Email: manforter-laden@diakonie-leverkusen.de
 Website: www.manforter-laden.de

RHEINDORFER LADEN

Königsberger Platz 13
 51371 Leverkusen-Rheindorf

Nadja Hens
 Phone: 0214 / 20609273 or 0214 / 2064240
 Email: nadja.hens@kja-lro.de
 Website: www.rheindorfer-laden.de

ASB Begegnungsstätte

Regional association
 Bergisch Land e.V.
 Kleine Kirchstraße 1 – 3
 51373 Leverkusen

Irina Herz, Community Centre Director
 Phone: 0214 / 2065786
 Email: i.herz@asb-bergisch-land.de
 Website: www.asb-bergisch-land.de

**"MARHABA" – OPEN GROUP FOR WOMEN
 Esperanza Pregnancy Counselling Centre**

Goethestraße 3
 51379 Leverkusen

Tina Gründer
 Phone: 02171 / 7439697
 Email: esperanza@skf-leverkusen.de
 Website: www.skf-leverkusen.de

If you are interested, please register in advance.

Intercultural recreational activities

CARITAS ASSOCIATION LEVERKUSEN

Fachdienst für
Integration und Migration
Carl-Leverkus-Straße 13
51373 Leverkusen

Nicole Rösgen
Phone: 0214 / 85542-600
Email: nicole.roesgen@caritas-leverkusen.de

Carola Pfeuffer
Phone: 0214 / 85542-608
Email: carola.pfeuffer@caritas-leverkusen.de
Website: www.caritas-leverkusen.de

MABUKA MÄDCHENTREFF (GIRLS' CLUB)

Kolberger Straße 20
51381 Leverkusen-Quettingen

Naouai Moussaoui
Phone: 02171 / 53939
Email: maedchentreff@stadt.leverkusen.de
Website: www.leverkusen.de/leben-in-lev/familie-kinder/jugend/maedchentreff-mabuka.php

KATHOLISCHES BILDUNGSFORUM LEVERKUSEN

Manforter Straße 186
51373 Leverkusen

Sabine Höring
Phone: 0214 / 830720
Email: info@bildungsforum-leverkusen.de
Website: www.bildungsforum-leverkusen.de

There are youth centres and youth clubs among the various leisure activities on offer in Leverkusen. You can find further information on the city's website:

<https://www.leverkusen.de/stadt-erleben/freizeit/jugendgruppen-jugendhaeuser>

and on the Leverkusen Network of Children's and Youth Centres website:
<https://jugendszene-lev.de/einrichtungen/>

You can find current events and offers related to integration / intercultural issues on Stadt Leverkusen's Integration Portal under

www.integration-in-leverkusen.de

Emergency numbers

The POLICE emergency number is:

110

Police stations in Leverkusen:

OPLADEN POLICE STATION

Police Department
Opladener Platz 6
51379 Leverkusen
If you have any questions for
the Opladen Police Station:
Phone: 0221 / 2295730

WIESDORF POLICE STATION (PP Cologne)

Police Office
Heymannstraße 22
51373 Leverkusen
If you have any questions for
the Wiesdorf Police Station:
Phone: 0221 / 2294730

POLICE HEADQUARTERS COLOGNE

Criminal Investigation Division, Crime Prevention / **Victim Protection**

Victim Assistance Hotline:

0221 / 2298080

Email:

opferschutz.koeln@polizei.nrw.de

The emergency number for the FIRE BRIGADE and the AMBULANCE: **112**

On-call medical clinics run by resident doctors in the Leverkusen area:

If you need to see a doctor outside the regular office hours of resident doctors, you can contact the following on-call medical clinics:

EMERGENCY CLINIC AT MEDILEV – DAS ÄRZTEHAUS

Am Gesundheitspark 4, 51375 Leverkusen

Opening hours:

Monday, Tuesday, Thursday: 19:00 – 22:00

Wednesday, Friday: 14:00 – 22:00

Saturday, Sunday, Public Holidays, Rose Monday: 9:00 – 22:00

PAEDIATRIC EMERGENCY CLINIC AT MEDILEV – DAS ÄRZTEHAUS

Am Gesundheitspark 4, 51375 Leverkusen

Opening hours:

Wednesday and Friday: 16:00 – 19:00

Saturday, Sunday, Public Holidays: 9:00 – 13:00 and 16:00 – 19:00

11. Tips for everyday life

Emergency numbers

EMERGENCY DENTAL SERVICE

Phone: 0180 / 5986700
(Landline rate: 14 ct/min; mobile rate maximum 42 ct/min)

Website: <https://www.zahnarzt-notdienst.de/notdienst/0/leverkusen-0214.php>

MEDICAL ON-CALL SERVICE

In addition, you can visit the website www.kvno.de
or call the nationwide number for the on-call medical service

116 117

to find out about emergency services in your area free of charge.

HOSPITALS AND CLINICS IN LEVERKUSEN

ST. REMIGIUS HOSPITAL

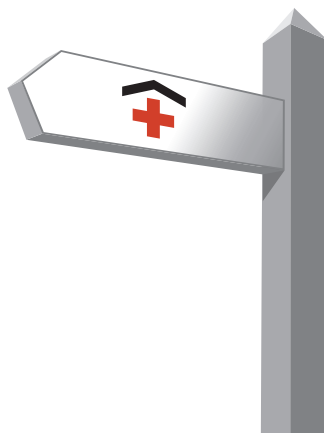
An St. Remigius 26
51379 Leverkusen

Phone: 02171 / 409-0
Email: krankenhaus-leverkusen@alexianer-rheinland.de
Website: www.remigius.de

LEVERKUSEN HOSPITAL

Am Gesundheitspark 11
51375 Leverkusen

Phone: 0214 / 13-0
Fax: 0214 / 13-2118
Email: info@klinikum-lev.de
Website: www.klinikum-lev.de



Quiet times

In Germany, there are specific quiet times (22:00 to 6:00). During this time, noise, renovation work and loud household chores such as vacuuming are prohibited. These times are regulated by law and ensure that neighbours are not disturbed by noise at night.

Regulations on Sundays and public holidays in the NRW

On Sundays and public holidays, work that causes noise audible to the public and loud noises are prohibited. Necessary household chores are exempt from this rule.

Statutory public holidays in the NRW	2026	2027	2028
New Year's Day	01.01.	01.01.	01.01.
Good Friday (date varies)	03.04.	26.03.	14.04.
Easter Monday (date varies)	06.04	29.03.	17.04.
Labour Day	01.05.	01.05.	01.05.
Ascension Day (date varies)	14.05.	06.05	25.05.
Whit Monday (date varies)	25.05.	17.05.	05.06.
Corpus Christi (date varies)	04.06.	27.05.	15.06.
German Unity Day	03.10.	03.10.	03.10.
All Saints Day	01.11.	01.11.	01.11.
Christmas Day	25.12.	25.12.	25.12.
Boxing Day	26.12.	26.12.	26.12.

11. Tips for everyday life

Quiet times

Shops and retail outlets are generally closed on public holidays. There are also special, reduced opening hours on **Christmas Eve (24.12.)**. From 14:00 onward on Christmas Eve, the same rules apply as for public holidays. This means that shops and retail outlets also close at 14:00. It is advisable to plan accordingly. On **New Year's Eve (31.12.)**, shop opening hours may also differ.

In addition to the statutory public holiday closures, there are special extended regulations for the "quiet" public holidays. The "quiet" public holidays include:

Good Friday	3.04.2026, 26.03.2027, 14.04.2028
All Saints' Day	1.11.
Remembrance Day	The second-to-last Sunday before the first Sunday of Advent
All Souls' Sunday	The last Sunday before the first Sunday of Advent

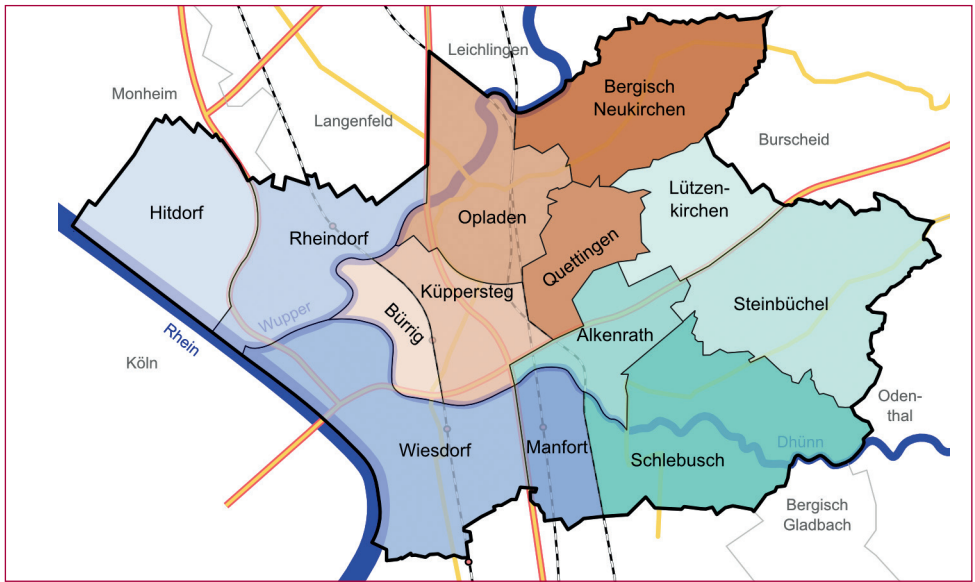
Interfaith calendar

The NRW state provides an interfaith calendar containing information on the religious holidays of the largest religious groups in the NRW. The calendar can be downloaded at <https://www.mkjfgfi.nrw/interreligioeser-kalender> or ordered free of charge at <https://www.mkjfgfi.nrw/broschuerenservice>.

The interfaith calendar is also available from the Kommunale Integrationszentrum.

Mobility and road traffic

The Stadt Leverkusen is divided into 13 districts



(Source: <https://de.wikipedia.org/wiki/Leverkusen>)

Public transport (buses, trains) can be used to move around Leverkusen and the surrounding area. You must always purchase a ticket before starting your journey. The following points should be observed:

Transport Tickets / MobilPass

You must have a valid ticket to travel on public transport. The ticket must be purchased and validated before the journey begins. On buses, tickets can also be purchased from the driver.

If you receive benefits under SGB II (Citizens Income), SGB XII (Social Assistance), the Asylbewerberleistungsgesetz or a disability pension in conjunction with social assistance, a MobilPass may be issued. With the MobilPass, you can purchase 4-trip tickets and monthly passes at a reduced rate. Further information on the eligibility criteria for applying for the MobilPass can be found on [page 54](#).

Mobility and road traffic

For more information on ticket prices, monthly passes, schedules and the route network, please visit the **wupsi GmbH Customer Service Centres**:

CITYPOINT CUSTOMER CENTRE LEVERKUSEN-WIESDORF	Opening hours:	
Friedrich-Ebert-Platz 51373 Leverkusen	Monday through Friday:	8:00 – 18:00
	Saturday:	9:00 – 14:00
CUSTOMER SERVICE CENTRE AT THE LEVERKUSEN-OPLADEN BUS TERMINAL	Opening hours:	
Freiherr-vom-Stein-Straße 1 51379 Leverkusen	Monday through Friday:	7:30 – 18:00
	Saturday:	9:00 – 14:00
CUSTOMER SERVICE CENTRE IN LEVERKUSEN-FIXHEIDE	Opening hours:	
wupsi-Betriebshof Borsigstraße 18 51381 Leverkusen	Monday through Thursday:	8:00 – 17:00
	Friday:	8:00 – 13:00

For more information, such as schedules, ticket prices, or route networks, please visit www.wupsi.de

Insurance

You can find an overview of the German health insurance system and information on other important types of insurance here:

<https://www.make-it-in-germany.com/de/leben-in-deutschland/gesundheit/krankenversicherung>

<https://www.make-it-in-germany.com/de/leben-in-deutschland/geld-versicherung/weitere>

Opening a bank account

A bank account is usually required for financial transactions, for example, to pay rent, receive social security benefits or settle bills.

Important information on opening a bank account for asylum seekers and refugees can be found under the following link:

www.konto.org/ratgeber/allgemein/basiskonto/

Important topics such as **work, the law** and **housing** are addressed for your information under the following webpage:

<https://handbookgermany.de/de.html>

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