



Stadt Leverkusen



Guide to Integration in Leverkusen

Contact points · Integration offers
Advice for immigrants and refugees



English

New updated edition 2022

1. Introduction

“Which agencies offer counselling to recent immigrants?”

“Where can I find the right service for me and my family?”

“What can I do in my leisure time? Who offers what?”

Dear Sir or Madam, dear Full-time and Voluntary Workers,

This third and updated edition of the “Integration Guide for Leverkusen” contains contact details, contact persons and important information on how to settle and live in Leverkusen. The Guide is therefore a useful tool for new arrivals in the city. It assists counsellors in their integration efforts, as well as committed volunteers working in Leverkusen and representatives of all civil society and voluntary welfare organisations. The booklet contains all the important information that these stakeholders require to support people in their integration process.

Integration is a mutual process that can only progress with the hands-on efforts of full-time and voluntary workers. This will only succeed if everyone involved has sufficient information about integration services in our city. The large number of services in Leverkusen’s highly diverse integration programme makes it essential to provide clear orientation.

The Guide is available in German, Arabic, English and Ukrainian, so feel free to recommend it to people who are not yet proficient in German.

We owe a debt of gratitude to the institutions, providers, associations and multipliers named in this booklet for the provision of information and for organising the services.

This updated edition of our Guide is intended to support you and everyone committed to successful integration.

Sincerely yours,

Municipal Integration Center (Kommunales Integrationszentrum)

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

Stadt Leverkusen
Kommunales Integrationszentrum

Lena-Marie Jäkel
Phone: 0214/406-5246
Email: KI@stadt.leverkusen.de

You can also visit the integration portal of the city of Leverkusen:
www.integration-in-leverkusen.de

Or simply scan this QR code with your smartphone:



Municipal Integration Center Leverkusen – a brief introduction:

The Kommunales Integrationszentrum (Municipal Integration Centre, KI) aims to improve participation among persons with a migrant background and recently arrived immigrants. KI cooperates with a broad variety of institutions and actors to make sure this succeeds. Among other things, the tasks include the promotion of integration structures at grass-roots level, measures to assist intercultural opening, language teaching and promotion of civic engagement. The Kommunales Integrationszentrum (Municipal Integration Centre) Leverkusen acts as a coordination and specialist unit for the cross-sectional task of integration.

There are 54 municipal integration centres in North Rhine-Westphalia. Their work is based on the NRW Act on Participation and Integration (TIntG).

KI Leverkusen is a specialist unit within the Dezernat für Bürger, Umwelt und Soziales (Citizens, Environment and Social Affairs Department) of the City of Leverkusen. Its remit includes updating and monitoring the city-wide integration concept to ensure that the goals and action plans for grass-roots integration work are jointly coordinated and implemented according to the given needs.

Contact:

Stadt Leverkusen
Dezernat für Bürger, Umwelt und Soziales
Kommunales Integrationszentrum

Direction Susann Peters
Hauptstraße 105
51373 Leverkusen

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

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Kommunales Integrationsmanagement (KIM)

Kommunales Integrationsmanagement (Municipal Integration Management) ensures that recent immigrants and refugees are accompanied during the integration process. Working closely with available counselling services, case managers are spread throughout the city to support recently arrived immigrants and refugees. KI ensures close support on a case-by-case basis, also when different authorities are assigned responsibility (switch in jurisdiction) and in other scenarios. Services begin with a detailed analysis to prepare a clear plan of action addressing specific needs from all areas of life such as language skills, employment, health care and housing, etc. KI Leverkusen acts as the coordinating body responsible for case management in these matters.

The case managers work with authorities, non-governmental welfare organisations and other institutions to ensure the best possible integration of refugees and recent immigrants.

Contacts at the Municipal Integration Centre:

Stadt Leverkusen
Kommunales Integrationszentrum
Koordination Casemanagement

Salvatore Mancuso
Hauptstraße 105
51373 Leverkusen

Phone: 0214/406-5229
Email: salvatore.mancuso@stadt.leverkusen.de

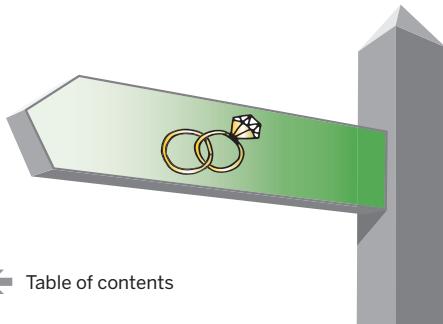
2. First steps with authorities

Registration Office of the City of Leverkusen

What	Registration or change of residence, certifications, certificates of good conduct, registration and life certificates, information from the civil register, identity cards, passports
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG MELDEWESEN Wiesdorfer Platz 32 51373 Leverkusen
When	Appointments by prior arrangement only Monday, Tuesday: 07:30 – 13:00 AM and 02:00 – 04:00 PM Wednesday: 07:30 – 13:00 AM Thursday: 08:00 – 13:00 AM and 02:00 – 06:00 PM Friday: 07:30 – 13:00 AM Arrange appointments online at: www.leverkusen.de/rathaus-service/termine-online/index.php or via the citizens' hotline: 0214/406-0
Contact	Phone: 0214/406-3323 Fax: 0214/406-3360 Email: 331-buergerbuero@stadt.leverkusen.de Website: www.leverkusen.de

Register Office of the City of Leverkusen

What	Births and deaths, marriages, civil partnerships, certificates of marital capacity, name changes, civil status certificates
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG STANDESAMT Friedrich-Ebert-Platz 1 51373 Leverkusen
When	<p>You must call to arrange an appointment (online booking is not possible)</p> <p>For births and deaths:</p> <p>Monday, Wednesday, Friday: 08:00 AM – 01:00 PM Tuesday: 08:00 AM – 04:00 PM Wednesday: 07:30 AM – 12:30 PM Thursday: 09:00 AM – 06:00 PM</p> <p>Telephone service hours:</p> <p>Monday – Friday 08:00 AM – 01:00 PM</p> <p>Marriage and certificates of capacity to marry only after prior appointment by telephone.</p>
Contact	Phone: 0214/406-3376 Fax: 0214/406-3379 Email: 332-standesamt@stadt.leverkusen.de Website: www.leverkusen.de



Aliens Department of the City of Leverkusen

What	All immigration law matters as well as naturalizations, citizenship cards and name changes
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG AUSLÄNDERWESEN Friedrich-Ebert-Platz 1 51373 Leverkusen
When	Appointments by prior arrangement only Monday, Wednesday, Friday: 08:00 AM – 01:00 PM Tuesday: 08:00 AM – 01:00 PM and 02:00 PM – 04:00 PM Thursday: 08:00 AM – 01:00 PM and 02:00 PM – 06:00 PM
Contact	Phone: 0214 /406-3344 Fax: 0214 /406-3339 Email: 333-ABH@stadt.leverkusen.de Website: www.leverkusen.de

Department of Social Affairs: Social Benefits

What	Education and participation, basic provision of security benefits for old age and reduced earning capacity, help with subsistence, help with care, help with issues with renting, residential entitlement certificate (WBS), housing allowance
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN Miselohestraße 4 51379 Leverkusen
When	The different areas of the Social Services Department have different opening hours. If you would like to find out more about certain services or submit an application, please call the telephone number below to find out the responsible contact person and the respective opening hours.
Contact	Phone: 0214 /406-5001 Fax: 0214 /406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

Department of Social Affairs: Migration Matters

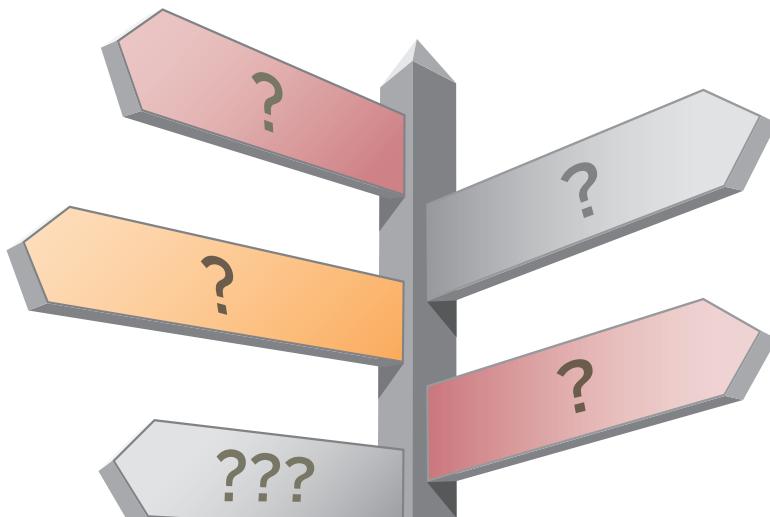
What	Securing livelihood, housing and social care
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES ABTEILUNG MIGRANTEN UND OBDACHLOSE Mislohestraße 4 51379 Leverkusen
When	Securing livelihood: Financial benefits under the asylum seekers benefits act (AsylbLG) Monday – Friday: 08:30 AM – 12:30 PM or by prior appointment by telephone (entrance zone, room 036) Housing and social care for foreign refugees: The relevant contact persons and office hours can be obtained by telephone or can be found on the website of the City of Leverkusen.
Contact	Phone: 0214/406-5001 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

Department of Social Affairs: Social Services

What	Disability assistance – general information Special office for disabled people in working life (protection against dismissal, equalization levy), integration assistance (mobility assistance, early support, aids), pension matters (severely disabled passes)
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE DIENSTE Goetheplatz 1 – 4 51379 Leverkusen
When	The different areas of the Social Services Department have different opening hours. If you would like to find out more about certain aids and services or make an application, please call the telephone number below to find out the responsible contact person and the respective opening hours.
Contact	Phone: 0214 /406-5064 Fax: 0214 /406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

Department of Social Affairs: Social Services

What	Preventive care for the homeless Advice and assistance to avoid the loss of housing, mediation between tenant and landlord with the aim of maintaining housing.
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – MIGRANTEN UND OBDACHLOSE Goetheplatz 1 – 4 51379 Leverkusen
When	The different areas of the Social Services Department have different opening hours. If you would like to find out more about certain aids and services or make an application, please call the telephone number below to find out the responsible contact person and the respective opening hours.
Contact	Phone: 0214 /406-5034 Fax: 0214 /406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de



Municipal Integration Center

What	<p>School registration of new school-age children and adolescents who have immigrated to Germany</p> <p>In Germany, every child after age 6 must attend school. Anyone having recently immigrated to Germany must contact the Municipal Integration Center (Kommunales Integrationszentrum) for a school spot. As part of the coordination of school enrolment, advice is also provided on the education system and integration opportunities.</p>
Where	<p>STADT LEVERKUSEN (City of Leverkusen) KOMMUNALES INTEGRATIONSZENTRUM Hauptstraße 105 51373 Leverkusen</p>
When	<p>By appointment only</p>
Contact	<p>For children aged 6 to 10 (max.): Irina Slavutski Phone: 0214 /406-5225 Email: irina.slavutski@stadt.leverkusen.de</p> <p>For children and adolescents aged 10 to 18 (max.): Bernd Häck Phone: 0214 /406-5226 Email: bernd.haeck@stadt.leverkusen.de</p> <p>Website: www.leverkusen.de www.integration-in-leverkusen.de</p>

3. Contact and counseling centers

Migrants, refugees and newly arrived immigrants

What	Migration counseling for adults Information regarding integration courses, assistance in vocational integration, assistance in maintaining social benefits, counseling in questions of family reunification
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (Special Service for Integration and Migration)
Where / When	Head office Carl-Leverkus-Straße 13 51373 Leverkusen-Wiesdorf Phone: 0214 / 85542-600 Please call to arrange an appointment Clara-Fey-Haus Bergische Landstraße 86 51375 Leverkusen-Schlebusch Rheindorfer Laden Königsberger Platz 13 51371 Leverkusen-Rheindorf Phone: 0214 / 2064238 Thursday: 09:00 AM – 12:00 PM
Target group	Immigrants with the prospect of permanent residence in Germany
Contact	Lioba Engels-Barry, Head of special service Phone: 0214 / 85542-602 Email: lioba.e-barry@caritas-leverkusen.de Website: www.caritas-leverkusen.de

3. Contact and counseling centers

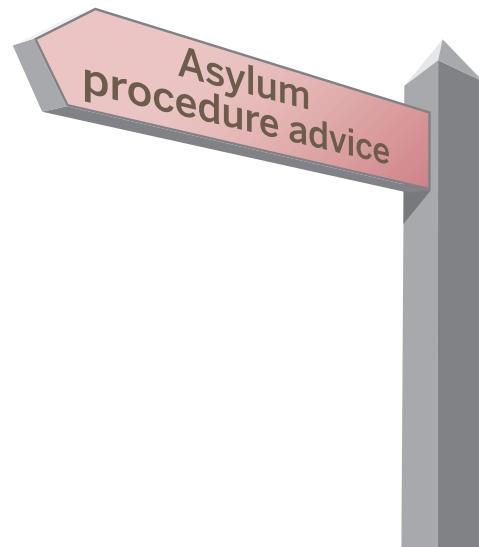
Migrants, refugees and newly arrived immigrants

What	Refugee social counseling /counseling on temporary integration Advice on asylum procedures and support with regard to securing and consolidating residence, information on social law requirements / regulations, assistance in obtaining social support benefits, support for language, educational, professional and social integration
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (Special Service for Integration and Migration)
Where / When	In municipal accommodations – information on place and time of counseling may be obtained upon request from Ms Rösgen
Target group	Immigrants with a refugee background
Contact	Nicole Rösgen, Administrative office Phone: 0214/85542-600 Email: nicole.roesgen@caritas-leverkusen.de Website: www.caritas-leverkusen.de

What	Social counseling for refugees Advice on asylum procedures, securing residence and social law issues, support regarding orientation and integration into the living environment, as well as regarding academic or professional integration. Provision of language and leisure activities to encourage active participation and to support the introduction of existing skills.
Who	AWO FAMILIENSEMINAR (AWO Family Seminar)
Where	Berliner Platz 3 51379 Leverkusen
Target group	Open to all refugees
When	Tuesday: 09:00 AM – 12:30 PM Thursday: 03:00 PM – 06:00 PM As well as by appointment
Contact	Bettina Rennebaum Phone: 0174/1732470 Email: rennebaum@avo-lev.de Website: www.familienseminar.info

Migrants, refugees and newly arrived immigrants

What	Asylum procedure advice Advice on questions of asylum procedure, residence, social situation and possibilities of taking up work, open perspective advice for refugees with and without recognition
Who	FLÜCHTLINGSRAT LEVERKUSEN (Refugee Council Leverkusen)
Where	Kolberger Straße 95 a 51381 Leverkusen
Target group	Refugees, persons working full-time or on a voluntary basis in the refugee field
When	By prior arrangement only Please call in advance to enquire about counselling and opening hours and about any special requirements (3G, 2G and 2G+ etc.). Monday: 10:00 AM – 06:00 PM Tuesday: 10:00 AM – 04:00 PM Wednesday: 10:00 AM – 01:00 PM Thursday: 10:00 AM – 06:00 PM Friday: 10:00 AM – 02:00 PM
Contact	Rita Schillings Phone: 02171/84645 Email: Fr.lev@kulturausbesserungswerk.de Website: www.fluechtlingsrat-leverkusen.de

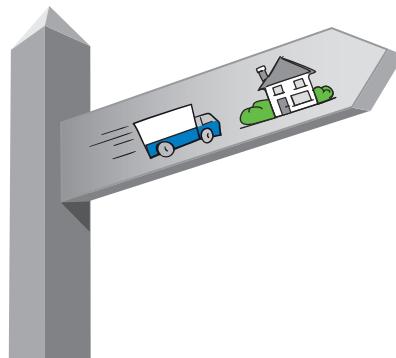


Migrants, refugees and newly arrived immigrants

What	Advice on moving out for refugees Advice on moving out of an urban refugee shelter, support and advice throughout the process from finding accommodation to handing over keys, help with understanding letters from the landlord
Who	FLÜCHTLINGSRAT LEVERKUSEN UND FACHDIENST FÜR INTEGRATION UND MIGRATION (Refugee Council Leverkusen and Special Service for Integration and Migration)
Where	Sandstraße 69 51379 Leverkusen
Target group	Refugees, persons working full-time or on a voluntary basis in the refugee field
When	Monday, Thursday: 10:00 AM – 06:00 PM Appointments by prior arrangement only
Contact	Mary Buam Nyea Phone: 0176 / 24851680 Email: Fr.lev@kulturausbesserungswerk.de Website: www.fluechtlingsrat-leverkusen.de Marie Schelm Phone: 0159 / 04452959 Email: marie.schelm@caritas-leverkusen.de Website: www.caritas-leverkusen.de

Helpful information on the asylum procedure and the application procedure in various languages can also be found at:

<http://www.dw.com/de/themen/erste-schritte-in-deutschland/s-32443>



3. Contact and counseling centers

Migrants, refugees and newly arrived immigrants

What	Migration counseling for adolescents and young adults		
	Support for academic, vocational and social integration, socio-educational support for adolescents before, during and after integration courses, counseling with regard to opportunities for work and vocational training as well as language courses		
Who	JUGENDMIGRATIONSDIENST LEVERKUSEN (JMD) / OFFENE JUGENDBERUFSHILFE (OJB), KATHOLISCHE JUGEND-AGENTUR LEVERKUSEN RHEIN-BERG, OBERBERG gGmbH (Youth Migration Service Leverkusen (JMD) / Open Youth Vocational Assistance (OJB), Catholic Youth Agency Leverkusen)		
Where	Kölner Straße 139, 51379 Leverkusen		
Target group	Young people with a migration background aged 16 to 27 years		
When	Monday, Tuesday, Thursday: 10:00 AM – 01:00 PM Monday – Thursday: 02:00 PM – 06:00 PM Friday: 10:00 AM – 02:00 PM		
Contact	Heike Alessio Johannes Durben Email general: Website:	Phone: 02171/49955 Phone: 02171/49955 Email: heike.alessio@kja-lro.de Email: johannes.durben@kja-lro.de ojb-lev@kja-lro.de.de / www.ojb-lev.de	
What	Counseling for women with a migration background who are affected by domestic violence, placement with counseling centers		
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND INTEGRATION ABTEILUNG AUSLÄNDERWESEN		
Where	Friedrich-Ebert-Platz 1, 51373 Leverkusen, City Hall, 4 th floor		
Target group	Women affected or threatened by domestic violence		
When	Appointment required Accessibility: Monday, Wednesday, Friday: 08:00 AM – 01:00 PM Thursday: 08:00 AM – 06:00 PM		
Contact	Phone: Email: Website:	0214/406-3359 333-ABH@stadt.leverkusen.de www.leverkusen.de	

General contact points**► Children and adolescents**

What	Advice on general questions of upbringing, help with upbringing, advice on separation and divorce, participation in family court proceedings, assistance to minors in criminal proceedings, integration assistance for children and adolescents with mental disabilities pursuant to § 35a SGB VIII, initial counseling, child protection
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ALLGEMEINER SOZIALER DIENST (ASD)
Target group	Children, adolescents, young adults and their families
When	Contact the jugendamt.region email addresses to arrange an appointment. Initial counselling during business hours: Monday – Thursday: 08:30 AM – 03:30 AM and Friday: 08:30 AM – 01:30 PM under the phone number 0214 / 406 5141
Contact / Where	<p>Region I (Rheindorf, Hitdorf, Küppersteg, Bürrig) Mr Rittinghaus, Regional Management Elbestraße 23, 51371 Leverkusen Phone: 0214/406-5601 Email: 512.rittinghaus@stadt.leverkusen.de jugendamt.region1@stadt.leverkusen.de</p> <hr/> <p>Region II (Opladen, Quettingen, Bergisch Neukirchen) Ms Hof, Regional Management Goetheplatz 1 – 4, 51379 Leverkusen Phone: 0214/406-5156 Email: 512.hof@stadt.leverkusen.de jugendamt.region2@stadt.leverkusen.de</p> <hr/> <p>Region III (Schlebusch, Steinbüchel, Lützenkirchen) Ms Lucassen, Regional Management Bergische Landstraße 82 b, 51375 Leverkusen Phone: 0214/406-5155 Email: 512.lucassen@stadt.leverkusen.de jugendamt.region3@stadt.leverkusen.de</p> <hr/> <p>Region IV (Wiesdorf, Manfort, Alkenrath) NN, Regional Management Pfarrer-Schmitz-Straße 9, 51373 Leverkusen Phone: 0214 /406-5168 Email: 512.N.N@stadt.leverkusen.de jugendamt.region4@stadt.leverkusen.de</p> <hr/> <p>Website: www.leverkusen.de</p>

General contact points

► Children and adolescents

What	<p>Counseling center for children, adolescents and parents. Problems of adolescents and children with parents, with the school, bullying, violence, abuse, sexual violence, neglect, separation and endangerment of children's welfare.</p> <p>Advice for parents, families and educational professionals in educational matters.</p> <p>Consultation is free of charge and confidential</p>
Who	DEUTSCHER KINDERSCHUTZBUND LEVERKUSEN (German Child Protection Association Leverkusen)
Where	Bracknellstraße 32 51379 Leverkusen
Target group	Children, adolescents, parents, families, educational professionals
When	Inquiries will be accepted at the counseling center at any time; if necessary, there is the possibility to leave a message on the answering machine, and a call back will be made as soon as possible.
Contact	<p>Office: Phone: 02171/581478</p> <p>Counselling is provided in German, English and Spanish.</p> <p>Counseling center: Antje Lachmann, Johannes Garbe Phone: 02171/84242 Email: info@dksb-leverkusen.de Website: www.dksb-leverkusen.de/</p>

Nationwide telephone consultation at the crisis hotline “Nummer gegen Kummer” (Hotline against sorrow):

Crisis hotline for children and young people

116 111

Anonymous and free telephone counseling for children and adolescents

Monday – Friday: 02:00 PM – 08:00 PM

In addition, there is the possibility of email consultation.

Registration under: <https://www.nummergegenkummer.de/onlineberatung/#/>

Parent telephone

111 0 550

Anonymous and free telephone advice from parents

Monday – Friday: 09:00 AM – 11:00 AM

Tuesday, Thursday: 05:00 PM – 07:00 PM

3. Contact and counseling centers

General contact points

► Children and adolescents

In addition, the City of Leverkusen makes the **parents' companion book "Kinder ganz stark"** ("Very strong children") available for free download on its website. Here, parents will find lots of information and contact details such as pediatricians, family counseling centers and financial aid:

<https://www.leverkusen.de/leben-in-lev/familie-kinder/index.php>

The Psychological Family Counseling Center of the City of Leverkusen has the following contact details:

**STADT LEVERKUSEN (City of Leverkusen)
FACHBEREICH KINDER UND JUGEND
ABT. PSYCHOLOGISCHE FAMILIENBERATUNGSSTELLE /
REGIONALE SCHULBERATUNG**

Manforter Straße 184
51373 Leverkusen

Gina Miranda, Administrative office

Phone: 0214/406-5231
E-Mail: gina.miranda@stadt.leverkusen.de
Website: www.leverkusen.de

Further **non-denominational and denominational counseling centers** for children, young people and families in Leverkusen can be found here:

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



General contact points**► Social affairs and debt**

What	Counseling for families
	Advice and support regarding financial and personal problems, educational issues and problems in day-care centers and schools. Counseling may also be given in English upon request.
Who	ALKENRATHER FAMILIENTREFF – DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Graf-Galen-Platz 9 51377 Leverkusen
Target group	People seeking help in the above-mentioned problem areas
When	Monday – Friday: 08:30 AM – 12:00 PM
Contact	Britta Weise, Anna Ljubisic Phone: 0214 / 73486430 Fax: 0214 / 382733 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

What	Family counseling
Who	MANFORTER LADEN – DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Gustav-Heinemann-Straße 40 51377 Leverkusen
Target group	Families /parents who have problems in various situations and need counseling or help.
When	Monday: 12:30 PM – 01:30 PM Tuesday: 10:00 AM – 12:00 PM Wednesday: 10:30 AM – 12:00 PM Thursday: 03:00 PM – 05:00 PM
Contact	Dorota Kürten, Agnes Szlenk Phone: 0163 / 7370224 und 0173 / 5120399 Website: www.manforter-laden.de

General contact points**► Social affairs and debt**

What	Mobile counseling service “Mokka Bus” – General mobile social counseling Support in clarifying personal and financial life situations, dealing with authorities and institutions and looking for further help		
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION (Special Service for Social and Professional Integration)		
Where / When	Wiesdorf Marktplatz Monday: 10:30 AM – 12:00 PM Friedrich-Ebert-Platz Wednesday: 10:30 AM – 12:00 PM	Alkenrath Graf-Galen-Platz Monday: 03:30 PM – 05:00 PM
	Rheindorf Königsberger Platz Tuesday: 10:30 AM – 12:00 PM	Opladen Bahnhofstraße (opposite the post office) Thursday: 12:00 PM – 01:30 PM
Target group	Single adults aged 18 and over seeking help and counseling in the above-mentioned problem areas		
Contact	Sarah Lenkeit, Giovanni Usai Phone: 0176 / 15005124 or 0214 / 85542-814 Email: mokka@caritas-leverkusen.de Website: www.caritas-leverkusen.de		

General contact points**► Social affairs and debt**

What	Debt counseling Amongst others, support and advice on how to get out of debt, reaching agreements with creditors and initiating consumer insolvency proceedings.						
Who	AWO-BERATUNGSDIENSTE gGmbH						
Where	Office: Tannenbergstraße 66 51373 Leverkusen						
Target group	People who are looking for a way out of debt. The amount of debt is insignificant.						
When	<p>Open consultation without appointment</p> <p>Information centers:</p> <table> <tr> <td>AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen</td> <td>Rheindorfer Laden Königsberger Platz 13 51371 Leverkusen</td> </tr> <tr> <td>Wednesday: 10:00 AM – 12:00 PM*</td> <td>Thursday: 03:00 PM – 05:00 PM</td> </tr> <tr> <td>* Only available as telephone counselling (call 0214/6027456) during the COVID 19 pandemic</td> <td>Appointments by arrangement possible</td> </tr> </table>	AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen	Rheindorfer Laden Königsberger Platz 13 51371 Leverkusen	Wednesday: 10:00 AM – 12:00 PM*	Thursday: 03:00 PM – 05:00 PM	* Only available as telephone counselling (call 0214/6027456) during the COVID 19 pandemic	Appointments by arrangement possible
AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen	Rheindorfer Laden Königsberger Platz 13 51371 Leverkusen						
Wednesday: 10:00 AM – 12:00 PM*	Thursday: 03:00 PM – 05:00 PM						
* Only available as telephone counselling (call 0214/6027456) during the COVID 19 pandemic	Appointments by arrangement possible						
Contact	Mr K. Meier, Mr I. Napoli Phone: 0214/6027456 Fax: 0214/62498 Email: sb@awo-beratung-lev.de Website: www.awo-beratung-lev.de						

General contact points**> Social affairs and debt**

What	Debt counseling Sound assistance in finding a way out of debt, ways to secure a subsistence minimum, assistance with agreements with creditors, assistance with initiating consumer insolvency proceedings Note: No legal advice and no help in filling out forms. No loans are granted by Diakonisches Werk.
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where / When	Debt counseling center Pfarrer-Schmitz-Straße 9 51373 Leverkusen Only after prior arrangement
Target group	People who are looking for a way out of debt. The amount of debt is insignificant.
Contact	Thomas Raddatz Phone: 0214 / 382731 Email: thomas.raddatz@diakonie-leverkusen.de Philipp Hackländer Phone: 0214 / 382732 Email: philipp.hacklaender@diakonie-leverkusen.de Website: http://www.diakonie-leverkusen.de/rat-und-tat/-soziale-teilhabe/schuldnerberatung/

General contact points

► Protection against violence,
discrimination and radicalization

Concept of protection against violence for community shelters for refugees

In September 2018, the Social Committee of the City of Leverkusen adopted a concept for the protection against violence for community shelters for fugitives in Leverkusen.

The concept entitled “Konzept zur Gewaltprävention und zum Gewaltschutz, insbesondere von besonders vulnerablen Gruppen in Gemeinschaftsunterkünften für Geflüchtete der Stadt Leverkusen” deals mainly with the risk factors for violence against vulnerable groups such as children, women and **LGBTIQ persons*** in refugee shelters as well as with measures for the prevention and protection against violence.

If you have any questions about the violence protection concept of the City of Leverkusen, please contact us:

STADT LEVERKUSEN (City of Leverkusen) – FACHBEREICH SOZIALES

David Nelson,
Coordination of facility managers
Phone: 0214/406-5071
Email: david.nelson@stadt.leverkusen.de

Special counseling centers for women can be found under the category “Women” on pages 25 – 26. Special points of contact for children and adolescents can be found under the category “Children and adolescents” on pages 16 – 18.

Counseling for LGBTIQ persons is offered by rubicon e.V.

A wide range of counseling and support services for LGBTIQ persons, their families and partners is offered on topics such as love, desire to have children, discrimination and violence. In addition, with “baraka – a place for lgbtqi* immigrants and refugees (since 2005)”, LGBTIQ persons with a migration background are provided a safe place for meeting and coming together.

rubicon Beratungszentrum

Rubensstraße 8 – 10

50676 Köln

Phone (office): 0221/2766999-0

Counseling and information hotline: 0221/19446

Website: www.rubicon-koeln.de

* LGBTIQ stands for lesbian, gay, bisexual, transgender, intersexual and queer persons.

3. Contact and counseling centers

General contact points

► Protection against violence,
discrimination and radicalization

What	National Prevention Program Guide Counseling center against Islamism <p>Adolescents and young adults receive support and advice to find ways out of radicalisation. The specialists are mainly responsible for Cologne, Leverkusen and the Rhein-Erft District. Wegweiser also organises awareness-raising events for interested persons and multipliers on the topics of "Islamism" and "radicalisation" (also combined with related topics such as "Muslim life-worlds" or "anti-Muslim racism").</p>
Who	AWO KREISVERBAND KÖLN E.V.
Where	The address can be provided upon request.
Target group	Young people seeking advice, family members, friends from the social environment, institutions and authorities
When	Hotline: Monday – Friday: 10:00 AM – 04:00 PM There is no open consultation. Appointments can be made for consultations.
Contact	Phone: 0221/88810444 Email: wegweiser@awo-koeln.de Website: www.wegweiser-koeln.de
What	Counseling, support and mediation in individual cases of discrimination, information and educational events, empowerment training, cooperation with other organizations against racism and discrimination.
Who	ANTIDISKRIMINIERUNGSBÜRO (ADB) KÖLN / ÖFFENTLICHKEIT GEGEN GEWALT E.V. (ÖgG)
Where	Berliner Straße 97 – 99, 51063 Köln
Target group	Persons who have experienced discrimination or racism
When	Monday – Thursday: 10:00 AM – 02:00 PM and by appointment Consultation only after prior arrangement
Contact	Consultants and counsellors: Sandra Karangwa, Ilka Simon, Arta Karāne und Lisa Adeniyan Phone: 0221/96476300 Email: info@oegg.de Website: www.oegg.de

All anti-discrimination offices in NRW can be found at:

<http://www.nrwgegendiskriminierung.de/de/>

General contact points

► Women

Women and girls affected by violence who seek counseling and help in Leverkusen may seek help in various intervention and counseling centers in this city, including: women's shelter, women's counseling center, counseling center against sexualized violence, general social service in the youth welfare office or victim protection provided by the police.

The consultation guide on violence against women contains an overview of offers. This will be updated regularly and can be downloaded for free at:

<https://www.leverkusen.de/leben-in-lev/frauen/haeusliche-gewalt.php>

Women and girls can contact the Equal Opportunities Office (**Gleichstellungsbüro**) of the City of Leverkusen to obtain informal preliminary information:

What	General initial information for women affected by violence
	If you experience violence, you may obtain initial information regarding suitable advice and contact points in Leverkusen as well as helpful tips for women and girls on social issues.
Who	STADT LEVERKUSEN (City of Leverkusen) GLEICHSTELLUNGSBÜRO
Where	Friedrich-Ebert-Straße 17 51373 Leverkusen City-Tower / 7th floor
Target group	Women and girls in Leverkusen
When	Monday – Friday: 08.00 AM – 12.30 PM and by arrangement
Contact	Cornelia Richrath, Equal Opportunities Officer of the City of Leverkusen Phone: 0214/406-8300 Email: cornelia.richrath@stadt.leverkusen.de Website: www.leverkusen.de/leben-in-lev/frauen/index.php

The nationwide “Helpline Violence against Women”

The “Helpline Violence against Women” is a service offered by the Federal Office for Civil Society Affairs and is aimed at all women who are affected or threatened by violence. Using the free phone number **08000 116 016** affected women can reach counsellors they can confide in and who can refer such women to local support services if they wish seven days a week around the clock.

General contact points

► Women

Further contact points for women:

FRAUENBERATUNGSSTELLE LEVERKUSEN E.V./INTERVENTIONSTELLE BEI HÄUSLICHER GEWALT (Women's Counselling Centre Leverkusen/Domestic Violence Intervention Centre, focusing on: domestic violence, separation and divorce, general crisis situations)

Birkenbergstraße 35
51379 Leverkusen Phone: 02171/28320
Email: kontakt@frauenberatungsstelle-leverkusen.de
Website: www.frauenberatungsstelle-leverkusen.de

BERATUNGSSTELLE GEGEN SEXUALISIERTE GEWALT E.V.
(Counseling for women and girls who have experienced sexualized violence)

Damaschkestraße 53
51373 Leverkusen Phone: 0214/2061598
Email: info@frauennotruf-lev.de
Website: www.frauennotruf-lev.de
(Interpreters will be called in if required)

FRAUEN HELFEN FRAUEN E. V.
Frauenhaus Leverkusen (Protection facility for women)

Postfach 100433
(P.O. Box 100433)
51304 Leverkusen Phone: 0214/49408
Email: frauen.helfen.frauen.lev@t-online.de
Website: www.frauenhaus-leverkusen.de

SOZIALDIENST KATH. FRAUEN E.V. LEVERKUSEN – esperanza (Pregnancy counseling)

Goethestraße 3
51379 Leverkusen Phone: 02171/4903-0
Email: esperanza@skf-leverkusen.de
Website: www.skf-leverkusen.de

PRO FAMILIA COUNSELING CENTER (For pregnancy and childbirth, family planning and contraception, sexuality and partnership)

Nobelstraße 19
51373 Leverkusen Phone: 0214/401804
Email: leverkusen@profamilia.de
Website: www.profamilia.de/leverkusen

AWO BERATUNGSSTELLE FÜR SCHWANGERSCHAFT, PARTNERSCHAFT UND SEXUALITÄT (Counseling center for pregnancy, sexuality and partnership)

Berliner Platz 3
51379 Leverkusen Phone: 02171/27529
Email: beratungsstelle@awo-lev.de
Website: www.awo-beratungsstelle-lev.de

Girls and young women can also attend the counseling session "Zeit zu Zweit" (one-on-one time) of "**MaBuKa Mädchentreff**" (MaBuKa girls' club), provided by an experienced pedagogue. Counseling is of course confidential.

Further information is available at <https://www.leverkusen.de/leben-in-lev/familie-kinder/jugend/maedchentreff-mabuka.php>

General contact points**► Mental health**

What	Educational counseling center Information and support concerning all matters of family and upbringing School Psychological Service / Regional School Counseling Center Diagnostics, help and counseling for problems in the area of school and learning	
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ABTEILUNG PSYCHOLOGISCHE FAMILIENBERATUNGSSTELLE / REGIONALE SCHULBERATUNG	
Where	Manforter Straße 184, 51373 Leverkusen Entrance 1 and 3, regional school counseling center	
Target group	Children, adolescents and families in difficult personal crises, students in Leverkusen	
When	Monday, Wednesday, Friday: Thursday:	08:00 AM – 12:00 PM 04:00 PM – 06:00 PM (only for professionals)
Contact	Gina Miranda, Administrative office Bettina Kampmann, Administrative office Website:	Phone: 0214/406-5231 Phone: 0214/406-5201 www.leverkusen.de

What	SeeleFon for refugees Low-threshold self-help counseling on mental illness for refugees and immigrants. Counseling is available in Arabic, English and French.	
Who	BUNDESVERBAND DER ANGEHÖRIGEN PSYCHISCH ERKRANKTER MENSCHEN E.V.	
Where	Self-help counseling is only available via phone and electronically	
Target group	Refugees and immigrants	
When	Monday, Tuesday, Wednesday: 10:00 AM – 12:00 PM and 02:00 PM – 03:00 PM	
Contact	Phone: Email: Website:	0228/71002425 help@seelefond.org www.bapk.de

General contact points**► Mental health**

What	Counselling on mental health issues, crises and illness (also home appointments for crisis intervention) and group services.
Who	SPZ – GEMEINNÜTZIGE GMBH SOZIALPSYCHIATRISCHE AMBULANZ LEVERKUSEN (SPA) (Socio-Psychiatric Outpatient Clinic Leverkusen)
Where	Kölner Straße 95, 51379 Leverkusen
Target group	Persons aged 15 and over as well as relatives / caregivers who are looking for counselling and support due to mental health issues, crises and illnesses.
When	<p>Initial meetings take place during consultation: Monday, Wednesday: 10:00 AM – 12:00 PM Thursday: 04:00 PM – 06:00 PM</p> <p>Consultation for people aged 60 and over: Friday: 10:00 AM – 12:00 PM</p> <p>“jetzt.du” – consultation for adolescents aged 15 – 25: Tuesday: 01:00 PM – 03:00 PM</p> <p>Reachable via phone: Monday – Wednesday: 09:00 AM – 05:00 PM Thursday: 09:00 AM – 06:00 PM Friday: 09:00 AM – 03:00 PM</p> <p>A short telephone registration for consultation is required.</p>
Contact	Phone: 0214/8333-22 Email: spa@spzleverkusen.de Website: www.spzleverkusen.de

What	SeeleFon – Low-threshold self-help counseling on mental illnesses, e.g. questions on clinical pictures, treatment options, dealing with difficult behaviors, legal questions and personal need for a meeting	
Who	BUNDESVERBAND DER ANGEHÖRIGEN PSYCHISCH ERKRANKTER MENSCHEN E.V.	
Where	Self-help counseling is only available via phone and electronically	
Target group	Relatives, neighbors, friends and colleagues of mentally ill people as well as affected persons	
When	Monday – Thursday: 10:00 AM – 12:00 PM and 02:00 PM – 08:00 PM Friday: 10:00 AM – 12:00 PM and 02:00 PM – 06:00 PM	
Contact	Phone: 0228/71002424	Email: seelefond@psychiatrie.de Website: www.bapk.de

General contact points

► Mental health

What	Psychosocial online counseling This is an online offer only. Consultations are possible in 11 different languages: German, English, French, Spanish, Dari, Pashtu, Russian, Turkish, Ukrainian, Arabic and Farsi
Who	IPSO
Where	Online offer
Target group	People seeking psychological help and / or psychosocial counseling
Contact	Website: www.ipso-care.com

Physicians and therapists in Leverkusen

On the website of the Association of Statutory Health Insurance Physicians Nordrhein (**Kassenärztliche Vereinigung Nordrhein**) you can find all psychotherapists licensed by statutory health insurance. Simply select the city (**Leverkusen**) and the area of expertise in the search mask:

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

Some of the listed therapists can also perform therapy in languages other than German. If necessary, please ask the therapist directly.

LVR Klinik Langenfeld also offers an **Intercultural Drop-in Centre** (Interkulturelle Ambulanz). Mentally ill patients with a migration background can take advantage of treatment in the native language Turkish and Russian. Further information and the treatment offer can be found on the clinic's website:

LVR KLINIK LANGENFELD

Kölner Straße 82 / Haus 39
40764 Langenfeld

Phone: 02173 / 102-2241

Email: ik-ambulanz.klinik-langenfeld@lvr.de

Website: www.klinik-langenfeld.lvr.de

Opening hours: Monday – Friday: 08:30 AM – 03:30 PM

4. Language – Learning German in Leverkusen

The following lists institutions offering integration courses recognized by the Federal Office for Migration and Refugees (BAMF). As a rule, the offers are subject to a charge*. Some literacy courses are also offered.

German courses and course times can be found on the website of the City of Leverkusen at

[https://www.leverkusen.de/kultur-bildung/bildungsportal/erwachsene/
fuer_neuzugewanderte/index.php](https://www.leverkusen.de/kultur-bildung/bildungsportal/erwachsene/fuer_neuzugewanderte/index.php)

* Costs may be covered under certain conditions (e.g. recipients of social welfare benefits).



Learning
German

Consultation and commitment to integration courses

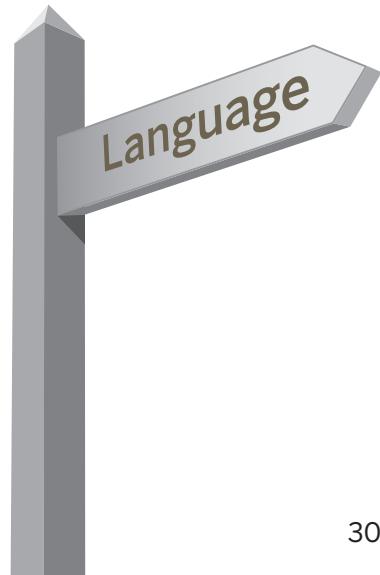
Persons who would like to attend an integration course in Leverkusen or are obligated to do so can obtain information on this from the department for citizens and integration (**Fachbereich Bürger und Integration**). No placement in integration courses takes place.

Contact:

STADT LEVERKUSEN (City of Leverkusen)
FACHBEREICH BÜRGER UND INTEGRATION
ABTEILUNG INTEGRATION

Friedrich-Ebert-Platz 1
51373 Leverkusen
Entrance city hall, 4th floor

Inka Kirchvogel
Phone: 0214/406-3336
Email: inka.kirchvogel@stadt.leverkusen.de
Website: www.leverkusen.de



Integration and literacy courses

What	Integration courses, literacy courses and language counseling Freely advertised intensive, evening and special courses, German examinations of levels A1 to C1. Naturalization tests. Participation is only possible after personal consultation.
Who	VHS LEVERKUSEN
Where	Forum / Am Büchelter Hof 9 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	Course times can be requested or found online. Opening hours: Tuesday – Thursday: 11:00 AM – 12:30 PM Thursday (not during school vacation): 01:30 PM – 07:00 PM Language counseling: Tuesday: 10:30 AM – 12:30 PM Thursday (not during school vacation): 04:30 PM – 06:30 PM
Contact	Claudia Burkhardt Phone: 0214/406-4189 Fax: 0214/406-4182 Email: info@vhs-leverkusen.de Website: www.vhs-leverkusen.de

What	Integration courses, parent and general courses There is childcare available during parents' courses.
Who	IGL INSTITUT FÜR GANZHEITLICHES LERNEN HENRICH & HEYDER GMBH
Where	Kunstfeldstraße 26 51377 Leverkusen
Target group	Migrants, refugees and immigrants
When	Information about course times can be obtained from Maximiliane Westfehling (administrator), phone: 0170 / 5091969
Contact	Anke Henrich, Karina Heyder, Heads of the institute Phone: 0214/77692 Email: sprachen@igl91.de Website: www.igl-seminare.de

Integration and literacy courses

What	General integration courses, integration courses for adolescents, literacy courses
	job-related German courses (A2 to C1), language counseling, language exams, as well as vocational retraining and qualifications in combination with language support. Language consultation can be conducted in different languages.
Who	EURO-SCHULEN RHEINLAND GMBH
Where	Bahnhofstraße 3 51379 Leverkusen
Target group	Migrants, refugees and immigrants
When	Course times can be requested from the institute. Opening hours: Monday – Thursday: 08:00 AM – 04:00 PM Friday: 09:00 AM – 12:00 PM
Contact	Otto Pascu, Team lead administration Phone: 02171/4047320 Email: leverkusen@eso.de Website: www.eso.de/leverkusen Language consultations can be held in English, Polish, Romanian and Russian.

What	Integration courses and integration courses with literacy courses		
Who	ZIB – ZENTRUM FÜR INTEGRATION UND BILDUNG GMBH		
Where	Karl-Ulitzka-Straße 9 51373 Leverkusen		
Target group	Migrants, refugees and immigrants		
When	Morning courses: Afternoon courses: Opening hours: Accessibility by telephone:	08:30 AM – 11:45 AM 12:15 AM – 03:30 PM Monday – Friday: Monday – Friday:	09:00 AM – 01:00 PM 08:00 AM – 04:30 PM
Contact	Elena Bräuning (Site management), Helena Heitzer (Administrative office) Phone: 0214 / 5004751-23 Email: braeuning@zib-online.net / heitzer@zib-online.net Website: www.zib-online.net		

Integration and literacy courses

What	Integration courses, language counseling and placement German courses in Manfort and Schlebusch at levels A1, A2 and Alpha
Who	KATHOLISCHES BILDUNGSFORUM LEVERKUSEN
Where	Manforter Straße 186 (at the corner of Stegerwaldstraße) 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	<p>Course times can be requested from the institute.</p> <p>Opening hours:</p> <p>Monday – Friday: 09:00 AM – 12:30 PM Monday, Tuesday, Thursday: 04:00 PM – 07:00 PM (not during school vacation)</p> <p>Consultation “German” on Fridays from 10.00 AM – 11.00 AM (Please ask for exact dates in advance or consult the website.)</p>
Contact	<p>Stefan Andres, Pedagogic assistant</p> <p>Phone: 02202/93639-33 and-52</p> <p>Email: andres@bildungswerk-leverkusen.de</p> <p>Website: www.bildungswerk-leverkusen.de</p>

What	Integration courses, literacy courses, second language script learners courses Repeater courses, German for the job from A1 to C2 via AVGS with TELC examination
Who	WIRTSCHAFTSAKADEMIE KÜSTER GMBH
Where	Am Stadtpark 72, 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	<p>Course times can be requested from the institute.</p> <p>Accessibility by telephone:</p> <p>Monday – Friday: 08:30 AM – 03:00 PM</p>
Contact	<p>Ms Sallamaci</p> <p>Phone: 0214/83097931</p> <p>Email: wakuester@wa-kuester.com</p> <p>Website: www.wa-kuester.com/leverkusen/</p>

Job-related German language support – DeuFöV

DeuFöV courses (**Job-related German language support**) have the goal of facilitating rapid and successful integration into the labor market and improving opportunities in initial and continuing vocational training. They are aimed at people with a migration background. You can find further information on the procedure, structure and providers under:

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

Further information is available at:

JOB SERVICE BESCHÄFTIGUNGSFÖRDERUNG LEVERKUSEN GGMBH (JSL)

Claudia Polath

Phone: 02171 / 947461 oder 0157 / 79012399

Email: info@joblev.de

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

Low-threshold German language learning opportunities

Many institutions in Leverkusen offer refugees and people with a migration background low-threshold opportunities to learn to read, write and speak German. The courses are mostly free of charge or demand only a small contribution. They range from conversation groups in a relaxed atmosphere to conversation courses and German courses for different levels and target groups.

In the integration portal of the City of Leverkusen under www.integration-in-leverkusen.de, you will find an overview of low-threshold German offers in Leverkusen. The list is updated continuously. For further information and questions about low-threshold German courses in Leverkusen and the integration portal, please contact:

**STADT LEVERKUSEN
KOMMUNALES INTEGRATIONSZENTRUM**

Lena-Marie Jäkel

Phone: 0214 / 406-5228

Email: lena-marie.jaekel@stadt.leverkusen.de

In the integration portal of the City of Leverkusen under <https://www.integration-in-leverkusen.de/index.php/de/deutsch-lernen> you will also find a list of links to materials and online help for learning German.

Low-threshold German language learning opportunities

Institutions that offer low-threshold German courses in Leverkusen:

ARBEITSLOSENZENTRUM & MEHR (Unemployment center & more)

Markus Wundes

Phone: 02171 / 7504121

Email: beratungsstelle.arbeit@diakonie-leverkusen.de

Website: www.diakonie-leverkusen.de

AWO LEO – INTERKULTURELLES ZENTRUM FÜR FAMILIEN UND FAMILIENSEMINAR LEVERKUSEN

Bettina Rennebaum

Phone: 02171/1451

0174/1732470

Email: rennebaum@awo-lev.de

Website: www.familienseminar.info

CARITASVERBAND LEVERKUSEN E.V. (Language courses with costs)

Nicole Rösgen

Phone: 0214 / 85542-600

Email: nicole.roesgen@caritas-leverkusen.de

Website: www.caritas-leverkusen.de

DIAKONISCHES WERK LEVERKUSEN – ALKENRATHER FAMILIENTREFF (Alkenrath Family Centre)

Britta Weise

Phone: 0214 / 73486430

Email: alfa@diakonie-leverkusen.de

Website: www.diakonie-leverkusen.de

KIRCHENGEMEINDE ST. STEPHANUS (St. Stephanus Parish)

Dr. Birgit Lennarz

Phone: 01578 / 4086551

Email: lennarz@stephanus-wbk.de

Website: www.stephanus-wbk.de

5. School education and mentoring

Childcare

After the age of 1, the child is legally entitled to **early childhood support in a day-care center**. After the age of 3, the child is legally entitled to **support in a day-care center**.

In Leverkusen, day-care and day-care facilities for children are generally subject to a fee. Since there is a great demand for childcare, interested parents should register their child early for a spot in the institution of their choice via the "**Kita-Planer**" or in the institution itself. Via the Kita-Planer you can reserve a spot in the desired facility online. It should be noted that a reservation does not constitute a commitment for a childcare spot. The platform also provides an overview of all day-care centers in Leverkusen:

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

The following pages contain information on counselling and enquiring about available child day-care places.

You can find further information on day-care facilities, family centers and questions concerning the topics of families and children in Leverkusen on the city's website:

<https://www.leverkusen.de/leben-in-lev/familie-kinder/kindergarten.php>

and in the free

parenting book "Kinder ganz stark" ("Very strong children"):

https://www.leverkusen.de/leben-in-lev/downloads/jugend/Elternbegleitbuch_2016.pdf

Childcare

What	For child day-care, consultation is as follows:
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ABT. 510 – TAGESBETREUUNG FÜR KINDER KINDERTAGESPFLEGE
Where	Goetheplatz 1 – 4 51379 Leverkusen
Target group	Parents who want to receive information about child day-care and would like to claim a spot in child day-care facilities for their children
When	Appointment required
Contact	<p>For Rheindorf, Hitdorf, Bürrig, Küppersteg, Wiesdorf, Manfort Sonja Kürten Phone: 0214/406-5230 Email: sonja.kuerten@stadt.leverkusen.de</p> <p>For Schlebusch, Alkenrath, Manfort, Mathildenhof, Steinbüchel Dorothea Alloway Phone: 0214/406-5145 Email: ursula.maier@stadt.leverkusen.de</p> <p>For Opladen, Quettingen, Lützenkirchen, Bergisch Neukirchen Nadine Risse Phone: 0214/406-5244 Email: nadine.risse@stadt.leverkusen.de</p> <p>Responsible for large private day-care centres: all locations of 1.2.3 Kids, Kintawelt and Krabbellino Anke Süß Phone: 0214/406-5649 Email: anke.suess@stadt.leverkusen.de</p> <p>Website: www.leverkusen.de</p>

Childcare

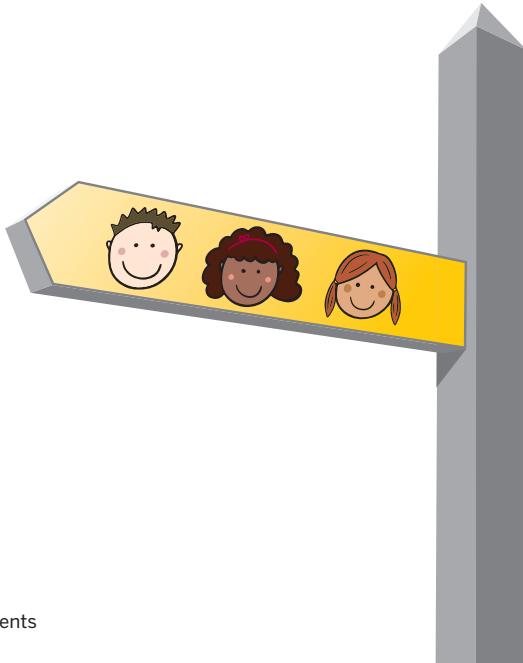
Day-care spots for children are allocated by the management of the respective day-care center, whereby the "Kita-Planer" <https://elternportal.leverkusen.de/de/> is available to parents/guardians as the central preregistration system. If parents/guardians cannot find a spot for their child/children this way, a legal claim can be filed with the City of Leverkusen. The legal claim is implemented in one of the municipal day-care centers for children in Leverkusen.

What	Legal entitlement to a spot in a day-care facility
Who	STADT LEVERKUSEN (City of Leverkusen) DER OBERBÜRGERMEISTER FACHBEREICH KINDER UND JUGEND ABTEILUNG VERWALTUNG, ZENTRALE DIENSTE UND TAGESEINRICHTUNGEN FÜR KINDER
Where	Goetheplatz 1 – 4 51379 Leverkusen Room 414
Target group	Parents/guardians who have not found a spot in a day-care facility for their child/children on their own
When	Wednesday: 09:00 AM – 11:30 AM and by arrangement via phone
Contact	Claudia Decker, Gudrun Müller Phone: 0214/406-5106 oder 0214/406-5683 Fax: 0214/406-5102 Email: claudia.decker@stadt.leverkusen.de gudrun.mueller@stadt.leverkusen.de Website: www.leverkusen.de

Childcare

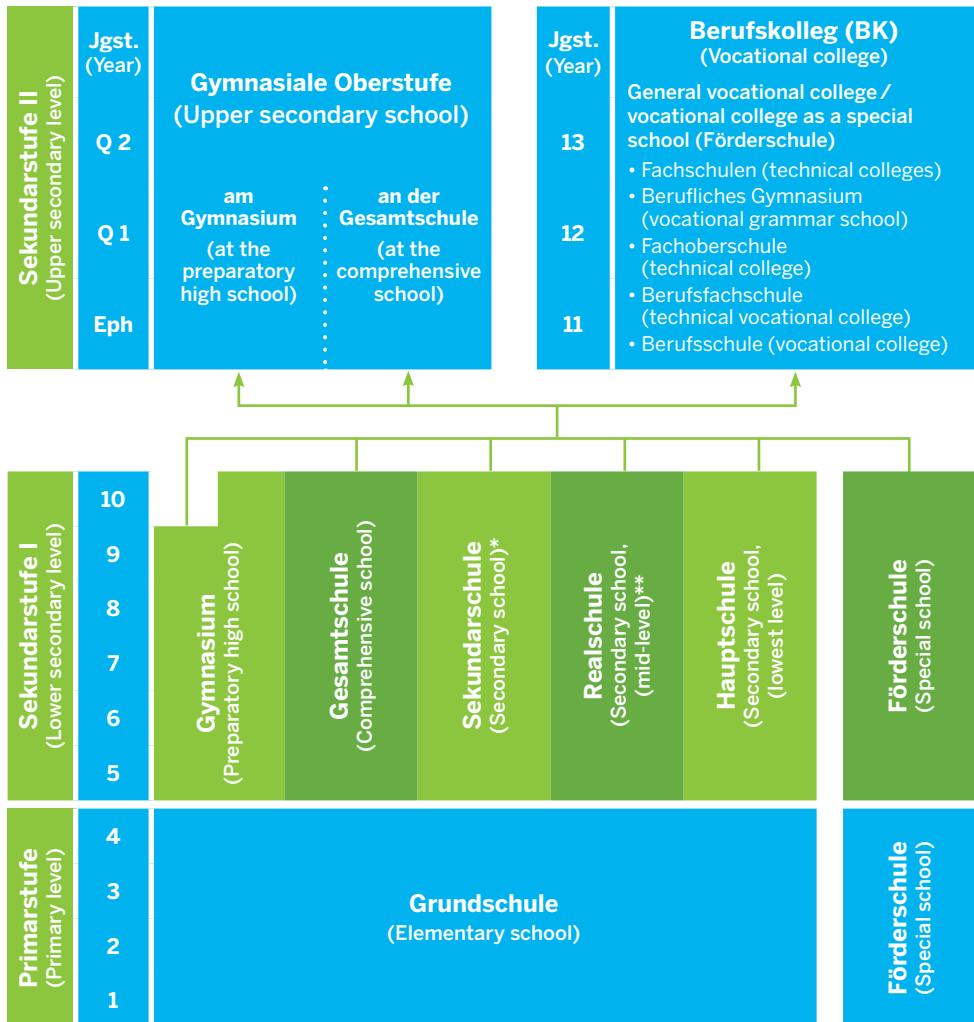
Diakonisches Werk of the protestant church district Leverkusen offers **day-care groups for children aged 3 – 6 of refugee families**. Participation of the children in the groups is free of charge.

What	Day-care group “Weltenbummler”
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Ev. Gemeindezentrum Martin-Luther-Haus Alte Landstraße 82 51373 Leverkusen
Target group	Children of refugee families between 3 and 6 years of age
When	Opening hours can be requested at the telephone number given.
Contact	Jennifer Schley Phone: 0214 /83364530 Email: refugees@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de



School system, school registration, recognition of foreign school qualifications

The school system in Nordrhein-Westfalen



Eph: Foundation course (1st year of the upper secondary school)

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

* Binding cooperation with at least one upper school of a Gymnasium (grammar school), a Gesamtschule (comprehensive school) or a Berufskolleg (vocational college).

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

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

School system, school registration, recognition of foreign school qualifications

In Germany, girls and boys are legally required to attend school from the **age of 6 to 18**. In North Rhine-Westphalia, this is fulfilled first by attending **elementary school** (Grundschule), **usually for 4 years** (Primarstufe, grades 1 – 4), and then by attending a **secondary school** (weiterführende Schule), **usually for 6 years** (Sekundarstufe I, grades 5 – 10). For children and adolescents who require special educational support, it may be necessary to attend a **special needs school** (Förderschule).

After the completion of grade 10, those who have achieved at least a secondary school leaving certificate (Real Schulabschluss) with the overall **grade satisfactory** (**befriedigend**) or a type 10 B (Abschluss Typ 10 B) certificate, may be entitled to attend the **upper secondary school** (**Sekundarstufe II**). This is concluded with the **general higher education entrance qualification** (**Abitur / allgemeine Hochschulreife**) or the subject-related higher education entrance qualification (**fachgebundene Hochschulreife**). The subject-related higher education entrance qualification as well as the technical college entrance qualification can also be attained at a **vocational college** (**Berufskolleg**).

While the **general higher education entrance qualification** (**Abitur**) basically allows **access to studies at universities** and universities of applied sciences in Germany (depending on numerus clausus and possible further admission requirements of the respective university), the **advanced technical college entrance qualification** (**Fachhochschulreife**) can be used to study at a university of applied sciences (**Fachhochschule**). A certificate of the subject-related higher education entrance qualification (**fachgebundene Hochschulreife**) entitles the holder not only to study at universities of applied sciences (**Fachhochschulen**) but also to study certain subjects at universities.

For certain degree programs and under certain conditions, there is the possibility to study at a German University even without the general higher qualification for university entrance diploma / vocational diploma (**Abitur / Fachabitur**). Information regarding the exact prerequisites and the degree programs may be obtained by interested parties from the respective university.

(Text source: <https://www.schulministerium.nrw.de/docs/Schulsystem/>
<https://www.schulministerium.nrw/hochschulzugang>
https://www.mkw.nrw/studium/bewerben/studieren-ohne-abitur/?L=0_)



School system, school registration, recognition of foreign school qualifications

School-age children and new immigrants

Newly immigrated school-age children and adolescents are assigned to a school by the **MUNICIPAL INTEGRATION CENTER (KOMMUNALES INTEGRATIONSZENTRUM)** after their arrival in Leverkusen. At secondary level I and II, children and adolescents who do not yet speak German first attend German support groups (Sek I) or international support classes (Sek II). These promote the acquisition of the German language, so that at a later time the transition to a regular class can take place.

Parents of children and adolescents who have just immigrated to Germany should contact the **KOMMUNALES INTEGRATIONSZENTRUM (KI)** to register for school. Contact details and further information on the KI are given on [page 10](#). The following contact persons coordinate the placement in schools:

Children and adolescents aged 6 – 10 years

Kommunales Integrationszentrum

Irina Slavutski Phone: 0214/406-5225

Email: irina.slavutski@stadt.leverkusen.de

Children and adolescents aged 11 – 18 years

Kommunales Integrationszentrum

Bernd Häck Phone: 0214/406-5226

Email: bernd.haeck@stadt.leverkusen.de

Adolescents / young adults who are no longer required to attend school can contact the **Integration Point (p.47)** to obtain information and offers on suitable training measures, language courses and career entry opportunities.

Support from the the education and participation package (Bildungs- und Teilhabepaket) for children and adolescents attending a day-care facility or a school

Children from families who receive benefits under the Asylum Seekers Benefits Act (Asylbewerberleistungsgesetz), the Social Security Code Book II ("Hartz IV"), SGB XII, children's allowance (**Kinderzuschlag**) or housing benefit (**Wohngeld**) may be entitled to funding from the education and participation package (**Bildungs-und Teilhabepaket – BuT**). Further information can be obtained from the school, the day-care center or the Department of Social Affairs. On [page 59](#) you will find further information on funding from the "Bildungs- und Teilhabepaket (BuT)" as well as the contact details of the Department of Social Affairs.

School system, school registration, recognition of foreign school qualifications

Recognition of foreign school qualifications

School-leaving qualifications acquired abroad can be recognized in Germany under certain conditions. Depending on which degree is to be recognized, **the Cologne District Government or the Düsseldorf District Government** is responsible.

Information on the procedure for the recognition of foreign certificates and on the respective responsibilities can be found on the website of the **Ministry of Schools and Education of the state of NRW**:

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

and the **Cologne District Government**:

https://www.bezreg-koeln.nrw.de/brk_internet/leistungen/abteilung04/48/anerken-nung/auslaendische_schulzeugnisse/index.html

The **Cologne District Government** is responsible for the recognition of qualifications up to Hauptschulabschluss and Realschulabschluss (secondary school-leaving certificates of the lowest and mid-level) for persons who have their primary residence in NRW. The processing time ranges from a few weeks to several months, depending on the complexity and completeness of the documents.

Depending on the country in which the certificates are issued, there are various contact persons listed in the following:

https://www.bezreg-koeln.nrw.de/brk_internet/leistungen/abteilung04/48/anerken-nung/auslaendische_schulzeugnisse/ansprechpartner.pdf

Phone: 0221/1472048

Can be reached in the time from: Monday – Wednesday: 09:00 AM – 11:30 AM

Tuesday, Thursday: 01:00 PM – 03:00 PM

The **Düsseldorf District Government** is responsible for the recognition of foreign educational certificates as a German higher education entrance qualification (deutsche Hochschulreife). Further information can be found on the website:

<https://www.brd.nrw.de/themen/schule-bildung/schulrecht-verwaltung/zeugnis-anerkennung>

6. Vocational training, studies and labor market

Vocational training, qualification, integration into the labor market

Recognition counselling by JOB Service Leverkusen (JSL)

We advise and support you in obtaining recognition of your school, professional and university qualifications. You will receive free, personal and purposeful advice to clarify your options for having your foreign qualifications assessed or recognised in Germany.

Counselling takes place every Thursday in an open office hour from 09:00 a.m. to 12:00 p.m. at the JSL office, Gerichtsstraße 10, 51379 Leverkusen-Opladen.

Due to the current situation, we request that you contact us on **02171/947425** or at claudia.welke@joblev.de to arrange an appointment.

Please bring the following documents to your appointment:

- ID card or passport
- If your name has changed: Name change or marriage certificate
- Summarised curriculum vitae in German
- Originals of all certificates and qualifications in their official language
- Overviews of subjects and grades (or transcript or diploma supplement for the training or degree programme)
- Work log or work references
- For apprenticeships: German translations of all documents
- For university degrees: German translations if the original documents are not in Arabic, English, French, Italian or Spanish
- Result of a previous recognition procedure (if applicable)

For more information visit: www.joblev.de

Important general notes on the recognition procedure:

- **Recognition procedures are in most cases subject to charges.**

On the pages of the recognition portal as well as at the responsible authority, you can obtain further information about such costs.

- Please assume that the responsible staff members who examine the applications speak only German. In the event of communication difficulties, you should therefore consult an interpreter who can interpret for you in German and in your native language if necessary. This can be a friend, an acquaintance, a volunteer or a professional interpreter.
- If you were unable to bring any certificates from your country of origin with you to Germany, or if you no longer have them, there is the possibility of a qualification analysis (**Qualifikationsanalyse**) as part of the recognition procedure. You can find out more about this at one of the free consultation centers.

(Source: www.anerkennung-in-Deutschland.de)

Vocational training, qualification, integration into the labor market

Information on the recognition of professional qualifications obtained abroad

Specially trained, volunteer recognition guides support refugees and immigrants in the recognition of professional qualifications acquired abroad.

At www.anerkennungsbegleitung-nrw.de more information on the process and the project can be found.

Volunteer recognition guides for the City of Leverkusen:

Fatma Kisikyol

Mesopotamisches Jugend- und Kulturhaus e.V. (Mesopotamian Youth and Culture House e.V.)

Phone: 0214 / 406-3366 (Office of the Integration Council Leverkusen)

Email: mes.juku10@googlemail.com

Languages: **German, Turkish, Kurdish**

Ismalj Memishi

Albanischer Kulturverein e.V. (Albanian Cultural Association e.V.)

Phone: 0176 / 49310485

Email: i-memishi@hotmail.com

Languages: **German, Albanian**

Serkan Kaygisiz

Türkischer Elternverein e.V. (Turkish Parents' Association e.V.)

Phone: 0174 / 3089920

Email: serkan35m@yahoo.com

Languages: **German, Turkish**

Bella Buchner

Nasch Dwor – Unser Hof e.V.

Phone: 0172 / 2000641

Email: bbbella20@gmail.com

Languages: **German, Russian, Ukrainian**



The most important internet portals for the recognition of qualifications obtained abroad with a lot of helpful information and tips:

<https://www.anerkennung-in-deutschland.de/tools/berater/de/>
www.anabin.kmk.org/anabin.html
www.bq-portal.de

Vocational training, qualification, integration into the labor market

The procedure for the recognition of professional qualifications

The exact procedure, the required documents that you must submit and the competent authority examining your application may vary, depending on the profession that you would like to pursue in Germany. As a rule, a recognition procedure consists of several steps.

On the web-based recognition portal [www.anerkennung-in-Deutschland.de](http://www.anerkennung-in-deutschland.de), the desired profession for which recognition is to be granted can first be entered under the recognition finder (**Anerkennungsfinder**). Here you can also find out which office is responsible for recognition.

After you have submitted your application with the required documents and certificates to the responsible office, a so-called equivalence test (**Gleichwertigkeitsprüfung**) follows. In this procedure, the competent authority checks whether the professional qualification you have acquired abroad is equivalent to the German corresponding profession (**Referenzberuf**), i.e. the occupation you wish to pursue in Germany on the basis of the foreign professional qualification.

Not all professions that can be practiced in Germany require a equivalence test. On the portal mentioned above, you can find out when recognition is required and when it is optional, depending on the corresponding profession.

If the application has been submitted in full together with the required documents and certificates, your application will usually be reviewed within three months. In exceptional cases or if documents are missing, the processing time may be longer.

If you are aiming for a recognition procedure, it is advisable to take advantage of consultation offered in one of the **free consultation centers of the support program “Integration through qualification (IQ)” (Integration durch Qualifizierung – IQ)**. Here you can find answers to your questions and obtain important information on the necessary documents and on the procedure of recognition for the relevant corresponding profession.

Free consultation centers in your area can be found at

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

The “Working and Living in Germany” hotline of the Federal Office for Migration and Refugees (BAMF) provides telephone advice Monday to Friday on +49 30 1815 1111; office hours: 08:00 a.m. – 06:00 p.m.

Recognition counselling by JOB Service Leverkusen (JSL) provides additional support as well; refer to **p. 44**.

Vocational training, qualification, integration into the labor market

► For refugees and immigrants

In Leverkusen, various sponsors and companies offer opportunities for further vocational training. The **Integration Point** provides detailed information to **recognized refugees** on this subject. It is also the central point of contact for consultation and integration into the labor, training and further training market as well as language, integration and qualification courses for refugees and new immigrants.

INTEGRATION POINT LEVERKUSEN

Responsible for persons receiving benefits acc. to SGB II

JOBCENTER ARBEIT UND GRUNDSICHERUNG LEVERKUSEN

INTEGRATION POINT LEVERKUSEN

Heinrich-von-Stephan-Straße 6 a

51373 Leverkusen

4th floor

Employment agency U25 (younger than 25)

Ms Iskandarov

(Name A – Mog)

Phone: 0214 / 8339-544

Ms Cyiris

(Name Moh – Z)

Phone: 0214 / 8339-721

Employment agency Ü25 (older than 25)

Ms Klesper

Phone: 0214 / 8339-718

Ms E. Korkmaz

Phone: 0214 / 8339-716

Ms Liesenfeld

Phone: 0214 / 8339-671

Email: jobcenter-leverkusen.integration-point@jobcenter-ge.de

Benefits Department (Leistungsabteilung)

Mr Faisal

Phone: 0214 / 8339-475

Ms B. Korkmaz

Phone: 0214 / 8339-475

Ms Hentges

Phone: 0214 / 8339-475

Granting of benefits according to SGB II for recognized refugees (see category 7):

Email: jobcenter-leverkusen.integration-point@jobcenter-ge.de

Website: [https://www.jobcenter-agl.de/arbeit/beratung-vermittlung/
menschen-mit-fluchterfahrung/](https://www.jobcenter-agl.de/arbeit/beratung-vermittlung/menschen-mit-fluchterfahrung/)

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	Career counseling
	The career counseling center is the first point of contact for all questions relating to training and studies. The employees of the career counseling center consult, support decision-making, encourage new ideas, provide assistance with applications, search for alternatives together with the applicant and find training positions. The counselors are also available to provide advice and practical support in the event of problems during training or in the event of an imminent termination of training.
Who	AGENTUR FÜR ARBEIT (Federal Employment Agency)
Where	Heinrich-von-Stephan-Straße 18 51373 Leverkusen
Target group	Students of all types of schools, apprentices – all persons who are seeking vocational training for the first time
When	By prior arrangement. Can be reached by telephone in the time from: Monday – Thursday: 08:00 AM – 06:00 PM Friday: 08:00 AM – 04:00 PM
Contact	<p>Phone: 0800 /4555500 Email: berufsberatung.151@arbeitsagentur.de Website: www.arbeitsagentur.de</p> <p>Consultation appointments can also be made online at www.arbeitsagentur.de/beratungswunsch.</p> <p>For questions on securing a livelihood: 0214/8339 475 Questions on job search: 0214/8339 585</p>

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	<p>Independent counseling for adolescents and young adults aged 15 – 27 who need special support in the transition from school to work.</p> <p>The OJB offers assistance in finding a vocational training place or job, career counseling, preparation of application documents, preparation for interviews and recruitment tests, administrative matters and counseling in the event of personal problems.</p>
Who	OFFENE JUGENDBERUFSHILFE – OJB (Open Youth Vocational Assistance)
Where	Kölner Straße 139 51379 Leverkusen
Target group	Adolescents and young adults aged 15 – 27 who need special support in making the transition from school to working life
When	<p>Monday, Tuesday, Thursday: 09:00 AM – 01:00 PM and 02:00 PM – 06:00 PM</p> <p>Wednesday: 02:00 PM – 06:00 PM Friday: 09:00 AM – 02:00 PM</p>
Contact	<p>Ansgar Lutz, Head of Open Youth Vocational Assistance</p> <p>Phone: 02171/49955 Email: ojb-lev@kja-lro.de Website: www.ojb-leverkusen.de</p>

As a **clearing house**, OJB cooperates with the Leverkusen institutions for youth vocational assistance and social specialist services in order to guarantee the best possible support for the transition to professional life.

It also publishes an annually updated **overview of measures**, including addresses and contact details of all important institutions and support services in the transition from school to work in Leverkusen. The brochure can be downloaded free of charge at:

www.ojb-leverkusen.de/service

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	Consultation regarding vocational orientation for adult refugees aged 27 and above Expert advice on career opportunities, information on required qualifications and other requirements, support in the search for internships as well as vocational training and jobs.
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (FIM) (Special Service for Integration and Migration)
Where	Carl-Leverkus-Straße 13 51373 Leverkusen
Target group	Adult refugees aged 27 and above
When	Consultation times and appointments can be requested under the telephone number given.
Contact	Maximilian John Phone: 0214/85542-606 Email: maximilian.john@caritas-leverkusen.de Website: www.caritas-leverkusen.de



Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

The Equal Opportunities Office (**Gleichstellungsbüro**) of the city of Leverkusen provides orientation counselling for those wishing to return to work.

What	Orientation counseling for women to return to work
When	When women want to return to work after maternity leave, they often have an interest in counseling. In the women's representative office they can arrange an appointment for orientation counseling. This also applies to women who would like to reorient themselves professionally.
Who	STADT LEVERKUSEN (City of Leverkusen) GLEICHSTELLUNGSBÜRO
Where	Friedrich-Ebert-Straße 17 51373 Leverkusen City-Turm / 7 nd floor
Target group	Women living in Leverkusen
When	Monday – Friday by agreement by phone
Contact	Antje Winterscheidt, Coordinator NetzwerkW(iedereinstieg) Leverkusen Phone: 0214/406-8304 Email: antje.winterscheidt@stadt.leverkusen.de Website: www.netzwerkW-leverkusen.de

NetzwerkW Leverkusen has published two booklets for people looking to return to work in Leverkusen, one of which is aimed at single parents. They can be ordered from the Gleichstellungsbüro (Equal Opportunities Office) or downloaded from the website.

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

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

TIP: On the website www.migra-info.de women with a migration background will find initial answers to professional questions in 12 languages!

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	Work Counselling Office Counselling to prevent labour exploitation: For example, on questions concerning unsafe employment, the circumvention of mandatory – fair and appropriate – working conditions, circumvention of the statutory minimum wage, violations of the Working Hours Act (ArbZG) in case of non-payment of wages and much more. Support for jobseekers and persons at risk of unemployment in questions about subsistence benefits, ALG II (Hartz IV), ALG I, social welfare and basic income support, for instance by providing assistance in the completion of applications or referrals to cooperating specialised services in difficult life situations.
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Beratungsstelle Arbeit (im Arbeitslosenzentrum) (Work Counselling Office in the Jobseekers Centre) Schulstraße 5 51373 Leverkusen-Wiesdorf or Bielertstraße 16a 51379 Leverkusen-Opladen
Target group	Unemployed persons, persons at risk of becoming unemployed, people in precarious employment, recipients of social benefits, basic provision of security benefits for old age and long-term care
When	Monday: 10:00 AM – 03:00 PM (Opladen, Bielertstraße 16a) Wednesday: 14:00 PM – 19:00 PM (Wiesdorf, Schulstraße 5) Thursday 10:00 AM – 03:00 PM (Wiesdorf, Schulstraße 5)
Contact	Marie-Luise Wulf Phone: 0214 / 73488249 Email: beratungsstelle.arbeit@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Vocational training, qualification, integration into the labor market

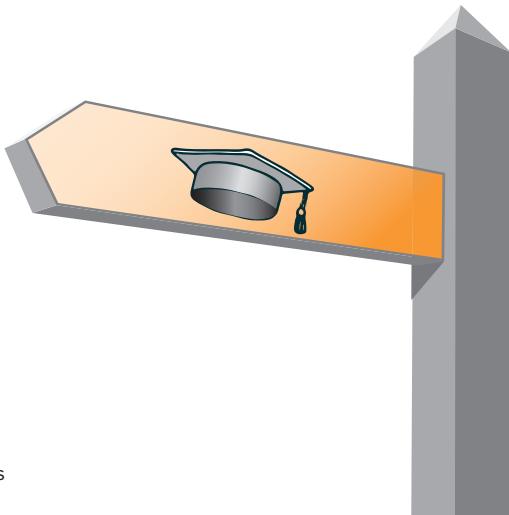
► General professional and unemployment counseling

What	<p>Jobseekers Centre & more: Low-threshold initial information and first point of contact for jobseekers, vocational training, qualification, integration into the labour market, general vocational and unemployment counselling</p> <p>Personal counselling on issues related to work and social affairs: For example, if a person's job is at risk, if there are problems with authorities or employers or if there are questions about vocational training, language, health, housing, money and finances, family matters or social benefits. (Translation possible)</p> <p>Services for and by jobseekers: Accompaniment to social services authorities, language courses for migrants and refugees, PC assistance (repairs), open breakfast for all jobseekers, assistance in preparing job application documents.</p>
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Beratungsstelle Arbeit (im Arbeitslosenzentrum) (Work Counselling Office in the Jobseekers Centre) Schulstraße 5 51373 Leverkusen-Wiesdorf
Target group	(Jobseekers) Persons with a migrant background, especially those from Southeast Europe, Central and Eastern Europe
When	<p>Jobseekers Centre (Arbeitslosenzentrum):</p> <p>Monday: 09:00 AM – 02:00 PM Tuesday: 09:00 AM – 03:00 PM Wednesday: 09:00 AM – 03:00 PM Friday: 09:00 AM – 02:00 PM</p> <p>Work Counselling Office (Beratungsstelle Arbeit):</p> <p>Wednesday: 02:00 PM – 07:00 PM Thursday: 10:00 AM – 03:00 PM</p> <p>Personal appointments by arrangement</p>
Contact	<p>Markus Wundes</p> <p>Phone: 0214 /73489852</p> <p>Email: beratungsstelle.arbeit@diakonie-leverkusen.de</p> <p>Website: www.diakonie-leverkusen.de</p>

Access to studies for refugees and immigrants

What	Student counseling for refugees Information and counseling for refugees who would like to study in NRW, e.g. on the recognition of degrees, requirements and financing of studies as well as opportunities for qualification
Who	STUDENT COUNSELING OFFICES, INTERNATIONAL OFFICES AT THE VARIOUS UNIVERSITIES At https://www.mkw.nrw/hochschule-und-forschung/studium-und-lehre/informationen-fuer-fluechtlinge interested parties may obtain information about the contact persons at the universities in NRW.
Where	Depending on the respective university
Target group	Refugees and immigrants who have had to drop out of a university in their home country and who would like to have their studies recognized in Germany and would like advice on study opportunities
When	Depending on the respective university
Contact	Website: www.refugee-students-service.nrw.de

Further student information for refugees and asylum seekers (in different languages):
<https://www.study-in-germany.de/de/>



7. Possible services and further assistance

It should be noted that all applications for social benefits are reviewed individually. A decision is made as to whether a claim to benefit exists and, if so, to what extent. An application does not in itself constitute an approval of benefits.

According to the Asylum Seekers Benefits Act (AsylbLG)

What	Benefits under the Asylum Seekers Benefits Act (Asylbewerberleistungsgesetz) Asylum seekers may be entitled to financial benefits under the Asylum Seekers Benefits Act. These are available at the Department of Social Affairs of the City of Leverkusen (Fachbereich Soziales).
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES ABTEILUNG MIGRANTEN UND OBDACHLOSE
Where	Miselohestraße 4 51379 Leverkusen Entrance zone, room 036
Target group	Foreigners who actually reside in Germany and meet the eligibility requirements. You can get information on the requirements on the website of the City of Leverkusen.
When	Opening hours: Monday – Friday: 08:30 AM – 12:30 PM or by prior arrangement by phone
Contact	Phone: 0214/406-5001 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

Unemployment benefit

What	Unemployment benefit I (Arbeitslosengeld I)								
Who	<p>AGENTUR FÜR ARBEIT LEVERKUSEN (Federal Employment Agency)</p> <p>Refugees and asylum seekers (without recognition) who receive benefits under the Asylum Seekers Benefits Act or social assistance can turn to the Integration Point for advice (see p.47).</p> <p>All persons receiving unemployment benefit I (Arbeitslosengeld I) should contact the Agentur für Arbeit.</p>								
Where	Heinrich-von-Stephan-Straße 18 51373 Leverkusen								
Target group	Unemployed persons who are entitled to unemployment benefit I								
When	<p>Availability by phone:</p> <table> <tr> <td>Monday – Thursday:</td> <td>08:00 AM – 06:00 PM</td> </tr> <tr> <td>Friday:</td> <td>08:00 AM – 04:00 PM</td> </tr> </table> <p>Registration as unemployed /as seeking employment:</p> <table> <tr> <td>Monday, Tuesday, Friday:</td> <td>07:30 AM – 12:30 PM</td> </tr> <tr> <td>Thursday:</td> <td>07:30 AM – 06:00 PM</td> </tr> </table>	Monday – Thursday:	08:00 AM – 06:00 PM	Friday:	08:00 AM – 04:00 PM	Monday, Tuesday, Friday:	07:30 AM – 12:30 PM	Thursday:	07:30 AM – 06:00 PM
Monday – Thursday:	08:00 AM – 06:00 PM								
Friday:	08:00 AM – 04:00 PM								
Monday, Tuesday, Friday:	07:30 AM – 12:30 PM								
Thursday:	07:30 AM – 06:00 PM								
Contact	<p>Phone: 0800 /4555500</p> <p>Email: Leverkusen@arbeitsagentur.de</p> <p>Website: www.arbeitsagentur.de</p>								

Unemployment benefit

What	Unemployment benefit II pursuant to SGB II (Arbeitslosengeld II nach SGB II)
Who	JOBCENTER ARBEIT UND GRUNDSICHERUNG LEVERKUSEN (SGB II) Recognized refugees are requested to contact the Integration Point responsible for benefits under SGB II (see p.47). All others should contact the Jobcenter AGL.
Where	Heinrich-von-Stephan-Straße 6 a, 51373 Leverkusen
Target group	Persons who are able to work and who are entitled to unemployment benefit II pursuant to SGB II ("Hartz IV")
When	Appointment required Availability by phone: Monday – Friday: 07:30 AM – 12:30 PM Thursday: 01:30 PM – 05:30 PM The department for the granting of benefits is closed on Wednesdays.
Contact	See contact details of the responsible employees. Website: www.ag-leverkusen.de

What	Basic provision of benefits for old age and reduced earning capacity, assistance for subsistence pursuant to SGB XII (Grundsicherung im Alter und bei Erwerbsminderung, Hilfe zum Lebensunterhalt nach SGB XII)	
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN	
Where	Miselohestraße 4, 51379 Leverkusen, entrance zone, room 036	
Target group	Persons with a habitual residence in the Federal Republic of Germany, if they meet the eligibility requirements	
When	Opening hours: Monday – Friday: 08:30 AM – 12.30 PM and after prior arrangement by phone	
Contact	Phone: 0214 /406-5001 Fax: 0214 /406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de	

For families and children

What	Child benefit (Kindergeld) and children's allowance (Kinderzuschlag) Persons who are entitled to child benefit may also apply for children's allowance . In contrast to child benefit, however, this is income-dependent and is only granted to parents / families whose income does not exceed or fall below certain upper and lower limits.
Who	FAMILIENKASSE NORDRHEIN-WESTFALEN WEST
Where	Mailing address: Familienkasse Nordrhein-Westfalen West 50574 Köln Street address: Familienkasse Nordrhein-Westfalen West An der Gohrsmühle 25 51465 Bergisch Gladbach
Target group	Families / single persons with one or more children
When	Office hours: Monday, Tuesday: 07:30 AM – 12:30 PM Thursday: 07:30 AM – 06:00 PM
Contact	For questions about child benefit and children's allowance: Phone: 0800 /4555530 Availability: Monday – Friday: 08:00 AM – 06:00 PM Email: Familienkasse-Nordrhein-Westfalen-West @arbeitsagentur.de Announcement service regarding payment dates (24/7): Phone: 0800 /4555533

For families and children

What	Education and participation package (Bildungs- und Teilhabepaket – BuT)
	Funding is provided, for example, for excursions and trips in day-care centers and schools for children, school supplies (school supplies such as exercise books and school bags), learning support (tutoring), lunch, school transport, social and cultural participation.
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN
Where	Miselohestraße 4, 51379 Leverkusen
Target group	Children and adolescents who receive one of the following social benefits: Benefits according to SGB II (ALG II / Jobcenter), SGB XII basic security benefits (Grundsicherung), benefits under the Asylum Seekers Benefits Act (AsylbLG), children's allowance (Kinderzuschlag), housing allowance (Wohngeld)
When	Opening hours: Monday: 02:00 PM – 04:00 PM Wednesday, Friday: 08:30 AM – 12:30 PM
Contact	Phone: 0214/406-5001 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

What	Parental allowance (Elterngeld)
	Parents are entitled to parental benefits starting with the birth of their child. The application can be made on the day of the birth of the child. Parental allowance can be granted retroactively for up to three months before the month of application. Further information on eligibility requirements and application procedures can be obtained from the Department of Social Affairs.
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE DIENSTE
Where	Goetheplatz 1 – 4, 51379 Leverkusen, first floor, room 023
Target group	Parents who have recently had a child
When	Opening hours: Monday, Wednesday: 08:30 AM – 12:30 PM Thursday: 02:00 PM – 06:00 PM Please call in advance to arrange an appointment.
Contact	Phone: 0214/406-5030 Email: elterngeld@stadt.leverkusen.de Website: www.leverkusen.de

Promotion of education and training

What	Vocational training and education grant for students (Ausbildungsförderung für Schülerinnen und Schüler – BAföG) Application for BAföG for students			
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ABTEILUNG GERICHTSWESEN UND WIRTSCHAFTLICHE HILFE AUSBILDUNGSFÖRDERUNG			
Where	Goetheplatz 1 – 4, 51379 Leverkusen BAföG for students: Applications for benefits according to BAföG for students studying at universities/universities of applied sciences (Hochschulen / Fachhochschulen) must be submitted to the local education offices. For further information and documents visit: https://www.leverkusen.de/vv/produkte/FB51/Ausbildungsfoerderung_fuer_Schueler_BAFOEG_.php https://www.xn--bafg-7qa.de/bafoeg/de/das-bafoeg-alle-infos-auf-einen-blick/das-bafoeg-alle-infos-auf-einen-blick_node.html			
Target group	Students			
When	Monday, Thursday: 02:00 PM – 04:00 PM Wednesday: 08:30 AM – 12:30 PM And by prior arrangement			
Contact	Gudrun Hartmann, Administrative office Phone: 0214/406-5101 Website: www.leverkusen.de <table> <tr> <td>Letters A – H Isabel Hellmich Room 517 Phone: 0214/406-5131 Email: 513.hellmich@stadt.leverkusen.de</td> <td>Letters I – N Lisa Teuber Room 519 Phone: 0214/406-5659 Email: 513.teuber@stadt.leverkusen.de</td> </tr> </table> <table> <tr> <td>Letters O – Z Laura Fischer Room 518 Phone: 0214/406-5132 Email: 513.fischer@stadt.leverkusen.de</td> </tr> </table>	Letters A – H Isabel Hellmich Room 517 Phone: 0214/406-5131 Email: 513.hellmich@stadt.leverkusen.de	Letters I – N Lisa Teuber Room 519 Phone: 0214/406-5659 Email: 513.teuber@stadt.leverkusen.de	Letters O – Z Laura Fischer Room 518 Phone: 0214/406-5132 Email: 513.fischer@stadt.leverkusen.de
Letters A – H Isabel Hellmich Room 517 Phone: 0214/406-5131 Email: 513.hellmich@stadt.leverkusen.de	Letters I – N Lisa Teuber Room 519 Phone: 0214/406-5659 Email: 513.teuber@stadt.leverkusen.de			
Letters O – Z Laura Fischer Room 518 Phone: 0214/406-5132 Email: 513.fischer@stadt.leverkusen.de				

Promotion of education and training

What	<p>Vocational training allowance (Berufsausbildungsbeihilfe – BAB)</p> <p>Vocational training allowance can be granted during vocational training after application if</p> <ul style="list-style-type: none"> • it is the first vocational training, • it is not a school education, and • if the adolescent no longer lives in the parents' household. <p>Vocational training allowance can also be granted during a vocational preparatory measure (berufsvorbereitende Maßnahme – BvB) after application. This measure prepares participants without a lower secondary school leaving certificate for the subsequent acquisition of a lower secondary school leaving certificate and/or for vocational training. Participation is only possible after an assignment by career counseling center of the federal employment agency (Berufsberatung).</p>
Who	AGENTUR FÜR ARBEIT (Federal Employment Agency)
Where	Heinrich-von-Stephan-Straße 18 51373 Leverkusen
Target group	Students and apprentices
When	<p>Availability by phone:</p> <p>Monday – Thursday: 08:00 AM – 06:00 PM Friday: 08:00 AM – 04:00 PM</p>
Contact	<p>Phone: 0800 /4555500 Website: www.arbeitsagentur.de</p>

Other social benefits, counselling on leaving the country and perspectives

What	Housing allowance (Wohngeld)
	Granting of housing allowance under the Housing Allowance Act (Wohn-geldgesetz) to tenants or owners of residential premises in the form of rent or contribution to maintenance costs
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN
Where	Mislohestraße 4, 51379 Leverkusen
Target group	Tenants and homeowners in Leverkusen who meet the eligibility criteria
When	Opening hours: Monday, Wednesday, Friday: 08:30 AM – 12:30 PM Thursday (only for professionals): 02:00 PM – 06:00 PM
Contact	Phone: 0214/406-5001 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

What	Certificate of eligibility to public housing (Wohnberechtigungsschein – WBS)
	Anyone wishing to move into a publicly subsidized apartment (Social housing) requires a valid certificate of eligibility to public housing. This is issued to the household looking for accommodation, provided that the annual gross income does not exceed an income limit resulting from the number of persons. Further information can be obtained from the Department of Social Affairs (Fachbereich Soziales).
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN
Where	Mislohestraße 4, 51379 Leverkusen
Target group	Persons wishing to move into a publicly subsidized apartment
When	Opening hours: Monday, Wednesday, Friday: 08:30 AM – 12:30 PM Thursday (only for professionals): 02:00 PM – 06:00 PM
Contact	Phone: 0214/406-5001 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de

Other social benefits, counselling on leaving the country and perspectives

What	“MobilPass” – mobility passport for using public transportation		
	A mobility passport (“MobilPass”) can be issued if benefits are received in accordance with SGB II (“Hartz IV”), SGB XII social benefits (Sozialhilfe), the Asylum Seekers Benefits Act (AsylbLG), the War Victims Welfare Act or a reduced earning capacity pension in conjunction with social benefits. With the MobilPass a 4-ticket combo and monthly tickets can be bought at a discounted rate.		
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND INTEGRATION		
Where	Information on MobilPass issuing points is available by telephone.		
Target group	Persons who receive the above benefits and would like to apply for a MobilPass		
When	Information on the opening hours of the issuing points is available by telephone.		
Contact	Phone: 0214 / 406-4444 Fax: 0214 / 406-4445	Email: 33@stadt.leverkusen.de	Website: www.leverkusen.de

To be issued a MobilPass, the current notice of approval of benefits must be brought along to the Department of Social Affairs (Fachbereich Soziales). A formal written request is **not** necessary.

What	Counselling on leaving the country and perspectives		
	Counselling for refugees wishing to return to their home countries or to a third country Planning of voluntary repatriation before deportation becomes imminent. Support in procedures relating to plans to leave the country. Review of and applications for possible financial support.		
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)		
Where	Pfarrer-Schmitz Straße 9, 51373 Leverkusen		
Target group	Geflüchtete, die freiwillig ausreisen möchten und Geflüchtete, die zur Ausreise verpflichtet sind und eine selbstständige Ausreise einer Abschiebung vorziehen		
When	Please call to arrange an appointment		
Contact	Anika Overath, Katrin Dreisbach Phone: 0152 / 564083 84 Email: rb@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de		

8. Political representation and migrant self-organizations

Integration Council Leverkusen – all questions concerning migrant self-organizations and associations in Leverkusen

In Leverkusen, the interests of Leverkusen's migrant citizens are represented by the **Integration Council** (Integrationsrat). It is a political body that advocates improvements in the area of kindergarten, school, training, housing, residence and refugee situation in Leverkusen. The Integration Council consists of citizens of Leverkusen with a migration background and is elected by them.

The chairperson of the Integration Council is Mr Sam Kofi Nyantakyi. People with a migration back-ground can turn to the office of the Integration Council with their concerns and questions, especially with regard to topics that are important for foreign fellow citizens.

INTEGRATIONSRAT DER STADT LEVERKUSEN (Integration Council of the City of Leverkusen)

Office:
Manforter Straße 184
51373 Leverkusen
Entrance 4

Opening hours:
Monday, Tuesday and Thursday: 08:30 AM – 11:30 PM
Wednesday: 02:00 PM – 05:30 PM

Andreas Laukötter,
Managing Director of the Integration Council
Phone: 0214 / 406-3366
Email: integrationsrat@stadt.leverkusen.de
Website: www.integrationlev.de

The office of the Integration Council is the point of contact for all questions concerning migrant self-organizations and associations in Leverkusen.

Arrangement of appointments by phone with Mr Laukötter are also possible outside the above stated times. The Integration Council also publishes on its website a list of migrant self-organizations (associations) in Leverkusen.

Further information about the Leverkusen Integration Council and its current members can be found on the website of the City of Leverkusen:

<https://www.leverkusen.de/leben-in-lev/gesellschaft-soziales/integration/index.php>

9. Family and health

Medical care

According to the Asylum Seekers Benefits Act (AsylbLG), the following rules apply to asylum seekers in the ongoing asylum procedure:

Asylum seekers can go to a physician or hospital if they suffer from acute illnesses or pain. This also applies to treatments and examinations during pregnancy and birth, as well as to the treatment of medical emergencies.

A medical treatment certificate (Behandlungsschein) is required to visit a physician or hospital. This is sent to the migrant by the Department of Social Affairs (Fachbereich Soziales) once a quarter and must be presented to the physician. The attending physician who has been presented the medical treatment certificate can, if necessary, prescribe remedies or refer the patient to a specialist. In these cases, however, further treatment can only be claimed after approval by the Social Affairs Department. After 15 months of residency in Germany, the asylum seeker is entitled to health insurance. The Department of Social Affairs informs those affected about this in good time.

STADT LEVERKUSEN (City of Leverkusen)

FACHBEREICH SOZIALES – ABTEILUNG MIGRANTEN UND OBDACHLOSE

Miselohestraße 4
51379 Leverkusen

Information and contact points for treatment and help with mental illnesses can be found on [page 27](#) under "Mental health".

Education and early intervention

In Leverkusen, in addition to the city's psychological family counseling center, there are also various institutions and organizations to which parents and families can turn when they have questions about upbringing and early support:

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

Pregnancy guide

The Children and Youth Department of the City of Leverkusen, in cooperation with sponsors and associations in Leverkusen, has also published a pregnancy guide, which can be downloaded here:

https://www.leverkusen.de/vv/produkte/FB51/Fruhe_Hilfen.php.media/48406/Schwangerschaftswegweiser.pdf

It contains information on the topic of health, a checklist on the topics of work, authorities and finances, as well as addresses of helpful counseling centers.

Offers for parents and children

In addition, many institutions offer support and counseling services for families as well as **play groups** for parents and their children aged 0 – 3:

SUPPORT IN EARLY CHILDHOOD IN RHEINDORFER LADEN

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

SUPPORT IN EARLY CHILDHOOD STEINBÜCHEL IM NACHBARSCHAFTSTREFF Caritasverband Leverkusen e.V.

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

SUPPORT IN EARLY CHILDHOOD IN ALKENRATHER FAMILIENTREFF (ALFA) Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.

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

SUPPORT IN EARLY CHILDHOOD IN MANFORTER LADEN Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.

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



Offers for parents and children

SUPPORT IN EARLY CHILDHOOD IN OPLADENER LADEN AWO Kreisverband Leverkusen e.V.

Bahnhofstraße 21 Laura Goßen
51379 Leverkusen Phone: 02171/7999894
 Email: opladenerladen@awo-lev.de
 Website: <https://awoleverkusen.de/opladener-laden/>

PRO FAMILIA

Nobelstraße 19 Ms Petra Schuck, Family midwife
51373 Leverkusen Phone: 0214/401804
 Email: leverkusen@profamilia.de
 Website: www.profamilia.de/leverkusen

SUPPORT IN EARLY CHILDHOOD – GERMAN CHILD PROTECTION ASSOCIATION Deutscher Kinderschutzbund Ortsverband Leverkusen e.V.

Baby meet with play activities for parents with children aged up to 12 months

Opladener Laden Phone: 02171/7999894
Bahnhofstraße 21 Email: info@dksb-leverkusen.de
51379 Leverkusen Website: www.dksb-leverkusen.de

For questions about the “Netzwerk Frühe Hilfen Leverkusen” (Network for support in early childhood Leverkusen):

STADT LEVERKUSEN (City of Leverkusen)
FACHBEREICH KINDER UND JUGEND – ABTEILUNG ERZIEHUNGSHILFE
Goetheplatz 1 – 4, 51379 Leverkusen

Stefanie Arrondeau, Network coordination
Phone: 0214/406-5624
Email: stefanie.arrondeau@stadt.leverkusen.de

Daniela Lindemann, Network coordination
Phone: 0214/406-5633
Email: daniela.lindemann@stadt.leverkusen.de
Website: www.leverkusen.de/vv/produkte/FB51/Fruehe_Hilfen.php

Offers for parents and children

	Multilingual play group “Griffbereit” Parent-child playgroup for children aged between 6 months and 3 years
Who	STADT LEVERKUSEN (City of Leverkusen) KOMMUNALES INTEGRATIONZENTRUM
Where / When	Rheindorfer Laden, Königsberger Platz 13 (held temporarily at the Rheindorf Jugendtreff (Youth Centre), Oderstraße 39, due to the pandemic) 2 groups: Wednesday: 09:00 AM – 11:00 AM Friday: 09:00 AM – 11:00 AM
	Evangelische Hoffnungskirche (Protestant Church) Rheindorf, Solinger Straße 101 Tuesday: 09:00 AM – 11:00 AM
	Nachbarschaftstreff Steinbüchel, Albert-Schweitzer-Straße 9 Neighbourhood meet in cooperation with Caritas Thursday: 02:00 PM – 04:00 PM
	Manforter Laden, Gustav-Heinemann-Straße 40 in cooperation with the Diakonie Tuesday: 09:30 AM – 11:30 AM
	Opladener Laden, Bahnhofstraße 21 (held temporarily at the Refugee Accommodation Centre, Opladen, Sandstraße 69, due to the pandemic) Thursday: 09:00 AM – 11:00 AM
Target group	Parents with children aged between 6 months and 3 years
Contact	Nejla Onat, Kommunales Integrationszentrum Phone: 0214/406 5228 Email: nejla.onat@stadt.leverkusen.de Website: www.integration-in-leverkusen.de

Offers for parents and children

What	Wortkoffer – a playful approach to learning German
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Alkenrathrer Familientreff Graf-Galen-Platz 9, 51377 Leverkusen
Target group	Children aged 3 – 5 years
When	Wednesday: 04:30 PM – 05:30 PM Prior registration is required
Contact	Michaela Bongardt Phone: 0214 / 73486430 (Alkenrathrer Familientreff) Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

What	Wortschatzfinder – a playful approach to learning German
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Manforter Laden Gustav-Heinemann-Straße 40, 51377 Leverkusen
Target group	Children aged 4 – 6 years (without parents)
When	Thursday: 03:30 PM – 04:30 PM Prior registration is required
Contact	Michaela Bongardt Phone: 0214 / 31129566 (Manforter Laden) Email: manforter-laden@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

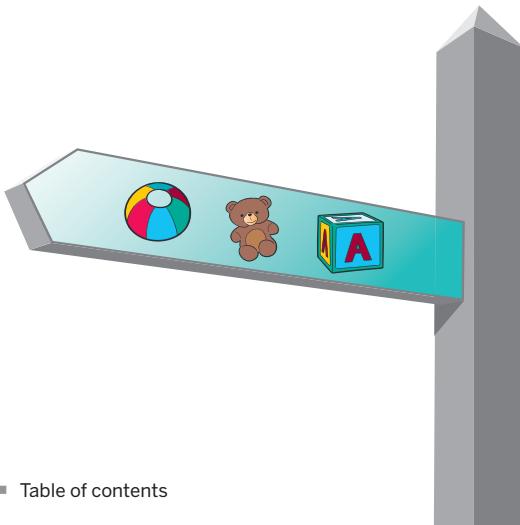
Offers for parents and children

What	Sprachforscher (exploring the German language)
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Manforter Laden, Gustav-Heinemann-Straße 40, 51377 Leverkusen
Target group	Children aged 1 – 3 years (with parents)
When	Thursday: 10:30 AM – 12:00 PM Prior registration is required
Contact	Michaela Bongardt Phone: 0214 / 31129566 (Manforter Laden) Email: manforter-laden@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Offers for families

Various facilities in Leverkusen offer a varied range of programs for families, such as family and parent breakfasts, games, handicrafts and music for parents and children, as well as Mommy and Me groups and play groups. The parents' guide of the City of Leverkusen "Kinder ganz stark" ("Very strong children") gives an overview of all facilities and can be downloaded free of charge from the city's website.

<https://www.leverkusen.de/leben-in-lev/familie-kinder/index.php>



Affordable clothes, food and toys

What	Non-profit organization distributing children's clothing at no cost /low cost (Kinder-Kleider-Kiste) Pants, shirts, blouses, skirts, shoes, strollers, cribs, books and games, etc. at reasonable prices
Who	DEUTSCHER KINDERSCHUTZBUND ORTSVERBAND LEVERKUSEN E.V. (German Child Protection Association Leverkusen e.V.)
Where / When	<p>Quettingen, Lützenkirchener Straße 169 Monday, Tuesday: 10:00 AM – 12:00 PM Wednesday, Thursday: 03:00 PM – 05:00 PM</p> <p>Rheindorf, Felderstraße 165 Monday, Tuesday, Thursday: 10:00 AM – 12:00 PM Wednesday: 03:00 PM – 05:00 PM</p> <p>Opladen, Bracknellstraße 32 Monday, Friday 10:00 AM – 12:00 PM</p>
Target group	Families and single persons
Contact	Almuth Turkowski Phone: 02171/581478 (Office) 02171/84242 (Counselling centre) Email: info@dksb-leverkusen.de Website: www.dksb-leverkusen.de

What	Non-profit organization distributing clothes at no cost /low cost (Kleiderkammer)
Who	ALKENRATHER FAMILIENTREFF Diakonisches Werk des Evangelischen Kirchenkreises Leverkusen (Social welfare organization of the protestant church in Leverkusen)
Where	Graf-Galen-Platz 9, 51377 Leverkusen
Target group	Families (clothing up to size 122)
When	Please call in advance to arrange an appointment
Contact	Britta Weise, Anna Ljubisic Phone: 0214 / 73486430 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Affordable clothes, food and toys

What	Non-profit organization distributing clothes at no cost / low cost (Kleiderkammer)
Who	MANFORTER LADEN Diakonisches Werk des Evangelischen Kirchenkreises Leverkusen (Social welfare organization of the protestant church in Leverkusen)
Where	Gustav-Heinemann-Straße 40 51377 Leverkusen
Target group	Families and single parents. Clothing for infants and children ages 0 – 3
When	Wednesday: 03:00 PM – 04:00 PM
Contact	Rachida El Ouady-Bourassi Phone: 0214/1129566 Email: manforter-laden@diakonie-leverkusen.de Website: www.manforter-laden.de

What	Non-profit organization distributing children's clothing at no cost / low cost Second-hand children's clothing up to size 164, children's games and children's books, cribs, strollers, and much more at reasonable prices.
Who	STERNTALER KINDERLADEN ("Sterntaler" children's store)
Where	An St. Remigius 3 (Kolpinghaus) 51379 Leverkusen-Opladen
Target group	Families with children
When	Tuesdays: 04:00 PM – 06:00 PM Thursdays: 10:00 AM – 12:00 PM
Contact	Phone: 02171/39577-0 (St. Remigius parish office) Email: sterntaler@st-remigius.de Website/Facebook: www.facebook.com/sterntalerladen

Affordable clothes, food and toys

What	Non-profit organization distributing clothes at no cost / low cost Clothing, shoes and other articles of daily use such as umbrellas or bags
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION (Special Service for Social and Professional Integration)
Where / When	<p>Wiesdorf, Carl-Leverkus-Straße 16 Monday – Thursday: 09:00 AM – 12:00 PM Monday, Thursday: 02:00 PM – 05:00 PM</p> <p>Opladen, Sandstraße 69 Tuesday, Thursday: 14:00 PM – 05:00 PM Wednesday: 09:00 AM – 12:00 PM Please call in advance to arrange an appointment</p> <p>Quettingen, Quettinger Straße 197 – Möbelbörse (Furniture exchange) Monday – Thursday: 08:00 AM – 17:00 PM Freitag: 08:00 PM – 12:30 PM</p>
Target group	Families and single persons
Contact	<p>For Wiesdorf and Opladen: Andrea Wetzstein Phone: 0214 / 85542-860 or 0214 / 85542-865 Email: andrea.wetzstein@caritas-leverkusen.de Website: www.caritas-leverkusen.de</p> <p>For Quettingen: Klaus Landgraf Phone: 0214 / 85542-840 E-Mail: moebelboerse@caritas-leverkusen.de Website: https://www.caritas-leverkusen.de/soziale-und-berufliche-integration/beschäftigung</p>

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

Affordable clothes, food and toys

What	Non-profit food bank (Leverkusener Tafel) Persons in need can purchase food from the Leverkusener Tafel (food bank) for the token amounts of currently €1.50 / 2.50 / 3.00 per collection (staggered). Eligible persons are limited to 2 collections per week.
Who	LEVERKUSENER TAFEL E.V.
Where	Office of the non-profit food bank of Leverkusen: Hauptstraße 124 – 126, 51373 Leverkusen-Wiesdorf Issuing points exist at 7 locations in Leverkusen: Manfort Katholisches Pfarrheim St. Joseph, Josefstraße 28 Opladen (2 issuing points): Katholisches Pfarrheim St. Michael, Sandstraße 22 Evangelische Freikirchliche Gemeinde Opladen, Humboldtstraße 65 Wiesdorf Bunker, Dönhoffstraße 103 Rheindorf Currently closed Quettingen Pfarrheim Katholische Kirche St. Maria Rosenkranzkönigin, Quettinger Straße 111 Alkenrath Katholisches Pfarrheim St. Johannes der Täufer, Graf-Galen-Platz 5
Target group	Food is supplied to owners of a valid food bank-ID card, which can be applied for in the office on Hauptstrasse. This requires a registration certificate from the City of Leverkusen (Meldebescheinigung), a valid identity document and proof of being in need.
When	Office hours: Tuesday, Wednesday, Thursday: 10:00 AM – 12:00 PM By prior arrangement only Opening hours of the issuing points can be found on the website or requested from the organization.
Contact	Phone: 0214 / 3102370 Email: leverkusener-tafel-ev@t-online.de Website: www.leverkusener-tafel.de

10. Spare time and culture

General spare time offers and city library

The website of the City of Leverkusen offers a comprehensive presentation of **spare time activities**:

<https://www.leverkusen.de/leben-in-lev/familie-kinder/freizeittipps/index.php>

The spare time offers of the **city library** of Leverkusen can be found here:

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

The Stadtbibliothek (municipal library) lends books, magazines, films, audio books, console games and much more. These media can be borrowed directly at the library or online as ebooks. The library has much more to offer as well: it is a place to meet, study and read together, use the internet or take part in guided tours, courses and events. Many services are free, while others require a library membership card. The library staff would gladly advise you. There are guided tours and media specifically for people learning German!

In addition to the main branch of the municipal library in the Rathaus-Galerie (town hall arcades) in Leverkusen-Wiesdorf, there are smaller branches in Opladen, Landrat-Lucas-Gymnasium, Schlebusch, Freiherr-vom-Stein-Gymnasium* and in Steinbüchel, Montanus-Realschule*.

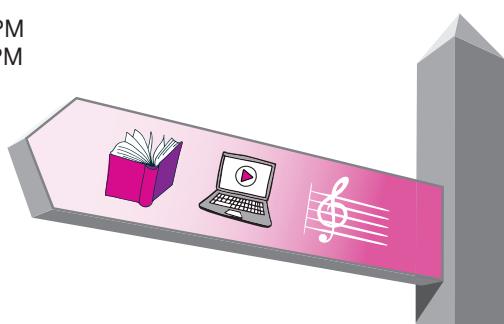
HAUPTSTELLE STADTBIBLIOTHEK (Headquarters city library)

Wiesdorf
Friedrich-Ebert-Platz 3 d
51373 Leverkusen

Eva-Marie Urban,
Head of the city library

Phone: 0214 / 406-4220
Fax: 0214 / 406-4202
Email: eva-marie.urban@stadtbibliothek-leverkusen.de

Tuesday - Friday: 11:00 AM – 06:00 PM
Saturday: 11:00 AM – 02:00 PM



General spare time offers and city library

ZWEIGSTELLEN STADTBIBLIOTHEK (Branches city library)

Opladen

Landrat-Lucas-Gymnasium (First floor)
Peter-Neuenheuser-Straße 7 – 11
51379 Leverkusen

Phone: 02171 / 711280

Monday: 01:00 PM – 06:00 PM
Thursday: 10:00 AM – 01:00 PM
Tuesday, Friday: 01:00 PM – 05:00 PM

Schlebusch

Freiherr-vom-Stein-Gymnasium*
Morsbroicher Straße 77
51375 Leverkusen

Phone: 0214 / 8557152

Monday: 10:00 AM – 12:00 PM and 02:00 PM – 05:00 PM
Wednesday: 02:00 PM – 07:00 PM
Thursday: 10:00 AM – 12:00 PM and 02:00 PM – 05:00 PM

Steinbüchel

Montanus-Realschule (Annex)*
Steinbücheler Straße 50
51377 Leverkusen

Phone: 0214 / 3107500

Tuesday: 10:00 AM – 12:00 PM and 02:00 PM – 06:00 PM
Friday: 02:00 PM – 06:00 PM

Website: www.buecherei-steinbuechel.de

* The Schlebusch and Steinbüchel municipal libraries will move to the Thomas-Morus-Schule (Johannes-Dott-Straße 1) until around mid-2022 due to the lengthy refurbishments.

Intercultural spare time offers

What	TRI-O 67 (Küppersteg)
	Focus on reducing conflict due to cultural, religious and/or national differences as well as integration and access to peer groups through sports, cooking and creative activities.
Who	KATHOLISCHE KIRCHENGEMEINDE ST. STEPHANUS – TRI-O (St. Stephanus Parish, catholic church)
Where	Windthorststraße 67a 51373 Leverkusen
Target group	Children, adolescents and young adults
When	Monday – Wednesday: 02:00 PM – 06:30 PM Thursday: 02:00 PM – 07:00 PM 05:00 PM – 06:00 PM (free football training)
Contact	Stefanie Riemann, Centre management Phone: 0214/31204617 oder 0176/50667823 Email: trio@stephanus-wbk.de Website: www.stephanus-wbk.de

What	TRI-O 11 (Wiesdorf)
	Focus on dismantling language barriers and promoting mobility
Who	KATHOLISCHE KIRCHENGEMEINDE ST. STEPHANUS – TRI-O (St. Stephanus Parish, catholic church)
Where	Breidenbachstraße 11 51373 Leverkusen
Target group	Children, adolescents and young adults
When	Monday – Thursday: 03:00 PM – 07:00 PM Friday: 02:00 PM – 07:00 PM
Contact	Stefanie Riemann, Centre management Phone: 0214/31204617 oder 0176/50667823 Email: trio@stephanus-wbk.de Website: www.stephanus-wbk.de

Intercultural spare time offers

In Leverkusen there are the following institutions that offer **intercultural spare time** activities for the whole family:

VHS LEVERKUSEN – FILMREIHE “WILLKOMMEN IM KINO” (Film series “Welcome to the cinema”)

Municipal cinema
at Forum Filmstudio
Am Büchelter Hof 9
51373 Leverkusen Ute Mader
Phone: 0214/406-4184
Email: ute.mader@vhs-leverkusen.de
Website: www.vhs-leverkusen.de

ALKENRATHER FAMILIENTREFF (Family Meeting Point of Alkenrath)

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

DEUTSCHER FRAUENRING LEVERKUSEN E.V. (German Women's Association Leverkusen e.V. – Bicycle classes for women and children)

Heinrichstraße 43
51373 Leverkusen Elisabeth Strauss, Member of the Board
Phone: 0214/65948
Email: strauss.elisabeth@t-online.de
Website: www.frauenring-leverkusen.de

FRAUENCAFÉ INTERNATIONAL – HAUS DER INTEGRATION (Women's Café International)

Manforter Straße 184
Entrance 3
51373 Leverkusen Graziella Sorce, Sprecherin Frauencafé International
Phone: 0173/8913418
Email: grace74@gmx.de
Website: www.integrationlev.de

SKF LEVERKUSEN E.V. (Social Service of the Association of Catholic Women in Leverkusen)

Düsseldorfer Straße 2
51379 Leverkusen Katharina Brokjans
Phone: 02171/490325
Email: info@skf-leverkusen.de
Website: <https://caritas.erzbistum-koeln.de/leverkusen-skf/>

Intercultural spare time offers

BEGEGNUNGSSTÄTTE “EINFACH DA” (Meeting Place – Community service forum of the church of St. Stephanus)

Breidenbachstraße 13 – 17 Dr. Birgit Lennarz
51373 Leverkusen Phone: 01578 / 4086551
 Email: lennarz@stephanus-wbk.de
 Website: www.stephanus-wbk.de

DAS MOBIL

Skateboard park under the stilts highway	Stefanie Riemann Phone: 0176 / 43147603 Email: riemann@stephanus-wbk.de Website: www.stephanus-wbk.de Wednesday, Friday: 02:00 PM – 05:00 PM (Free skate training on Fridays incl. equipment hire)
Wiesdorfer Bürgerhalle (back of the civic hall)	Thursday: 03:00 PM – 06:00 PM
Aquilapark	Saturday, 2x monthly: 01:00 PM – 04:00 PM

AWO LEO – INTERKULTURELLES ZENTRUM FÜR FAMILIEN UND FAMILIENSEMINAR LEVERKUSEN (Intercultural Center for Families and AWO Family Seminar)

Berliner Platz 3 Bettina Rennebaum, Nezha Addi
51379 Leverkusen-Opladen Phone: 0174 / 1732470 or 01578 / 5037563
 Email: rennebaum@awo-lev.de
 addii@awo-lev.de
 Website: www.familienseminar.info

MANFORTER LADEN

(Social welfare organization of the protestant church in Leverkusen)

Gustav-Heinemann-Straße 40 Daniela Wittwer, Dorota Kürten
51377 Leverkusen Phone: 0214 / 402321
 Email: manforter-laden@diakonie-leverkusen.de
 Website: www.manforter-laden.de

RHEINDORFER LADEN

Königsberger Platz 13 Brendan Rau
51371 Leverkusen-Rheindorf Phone: 0214 / 20609273 oder 0214 / 2064240
 Email: brendan.rau@kja-lro.de
 Website: www.rheindorfer-laden.de

Intercultural spare time offers

ASB BEGEGNUNGSSTÄTTE – Arbeiter-Samariter-Bund Begegnungsstätte (Workers' Samaritan Federation Meeting Place)

Regional Association	Irina Herz, Head of the Meeting Place
Bergisch Land e.V.	Phone: 0214 / 2065786
Kleine Kirchstraße 1 – 3 51373 Leverkusen	Email: i.herz@asb-bergisch-land.de Website: www.asb-bergisch-land.de

"MARHABA" – OFFENER TREFF FÜR FRAUEN (Open meeting place for women) Esperanza – Pregnancy counseling center

Goethestraße 3 51379 Leverkusen	Tina Gründer Phone: 02171 / 7439697 Email: esperanza@skf-leverkusen.de Website: www.skf-leverkusen.de
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Bei Interesse bitte vorher anmelden.

CARITASVERBAND LEVERKUSEN E.V. (Special Service for Integration and Migration)

Fachdienst für Integration und Migration Carl-Leverkus-Straße 13 51371 Leverkusen	Nicole Rösgen Phone: 0214 / 85542-600 Email: nicole.roesgen@caritas-leverkusen.de Website: www.caritas-leverkusen.de
	Carola Pfeuffer Phone: 0214 / 85542-608 Email: carola.pfeuffer@caritas-leverkusen.de Website: www.caritas-leverkusen.de

OFFENER WERKRAUM – ARTELEV (Open workshop)

Wiesdorfer Platz 61 51373 Leverkusen	Ralf Maletz Phone: 0157 / 36823229 Email: maletzismus@googlemail.com Website: www.arte-lev.de/offener-werkraum/ Facebook: arteLEV
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The arteLEV workshop is open to all creative people looking for contact with like-minded enthusiasts every Friday, 05:00 p.m. – 08:00 p.m.

Intercultural spare time offers

MABUKA MÄDCHENTREFF ("MaBuKa" girls' meeting point)

Kolberger Straße 20 Sarah Horvath
51381 Leverkusen-Quettingen Phone: 02171/53939
 Email: maedchentreff@stadt.leverkusen.de
 Website: www.leverkusen.de/leben-in-lev/familie-kinder/jugend/maedchentreff-mabuka.php

KATHOLISCHES BILDUNGSFORUM LEVERKUSEN

Katholisches Bildungsforum Leverkusen (Catholic Education Forum Leverkusen)

Manforter Straße 186 Sabine Höring
51373 Leverkusen Phone: 0214 / 830720
 Email: info@bildungsforum-leverkusen.de
 Website: www.bildungsforum-leverkusen.de

Among the various spare time activities Leverkusen has to offer are youth centers and youth clubs. Information can be found on the city's website:

<https://www.leverkusen.de/leben-in-lev/familie-kinder/jugend/Jugendhaeuser.php>

and the website of the network of kids and youth clubs in Leverkusen:

<https://jugendszene-lev.de/einrichtungen/>

Current events and offers in the field of integration / intercultural information can be found on the integration portal of the City of Leverkusen at:

www.integration-in-leverkusen.de



11. Tips for everyday life

Emergency numbers

The emergency number of the POLICE DEPARTMENT is:

110

Police stations in Leverkusen:

POLICE AUTHORITY OPLADEN

Polizeibehörde
Opladener Platz 6
51379 Leverkusen

For questions directed to
the police station Opladen:
Phone: 0221/ 2295730

POLICE STATION WIESDORF (PP KÖLN)

Polizeidienststelle
Heymannstraße 22
51373 Leverkusen

For questions directed to
the police station Wiesdorf:
Phone: 0221/ 2294730

COLOGNE POLICE HEADQUARTERS

Commissioner's office crime prevention/**victim protection**

Victim support hotline: 0221/ 2298080
Email: opferschutz.koeln@polizei.nrw.de

The emergency number of the FIRE DEPARTMENT and EMT is:

112

Emergency services of physicians in private practices in Leverkusen

If someone needs a physician outside of regular opening hours of the physicians in private practice, you can contact the following emergency practices:

EMERGENCY PRACTICE AT MEDILEV – MEDICAL CENTER (Notdienstpraxis)

Am Gesundheitspark 4, 51375 Leverkusen

Opening hours:

Monday, Tuesday, Thursday:	07:00 PM – 10:00 PM
Wednesday, Friday:	02:00 PM – 10:00 PM
Saturday, Sunday, public holidays, Rose Monday:	09:00 AM – 10:00 PM

PAEDIATRIC EMERGENCY PRACTICE AT MEDILEV – MEDICAL CENTER (Kinderärztliche Notdienstpraxis)

Am Gesundheitspark 4, 51375 Leverkusen

Opening hours:

Wednesday, Friday, old maid's day (Thursday before Rosemonday):	04:00 PM – 08:00 PM
Saturday, Sunday, public holidays : (also 12/24, 12/31 and Rose Monday)	09:00 AM – 01:00 PM and 04:00 PM – 08:00 PM

Emergency numbers

DENTAL EMERGENCY SERVICE (Zahnärztlicher Notdienst)

Phone: 0180 / 5986700

In addition, information about emergency services in the vicinity can be obtained free of charge on the website www.kvno.de or via the **nationwide phone number for the medical on-call service: 116 117**

HOSPITALS AND CLINICS IN LEVERKUSEN

ST. REMIGIUS KRANKENHAUS

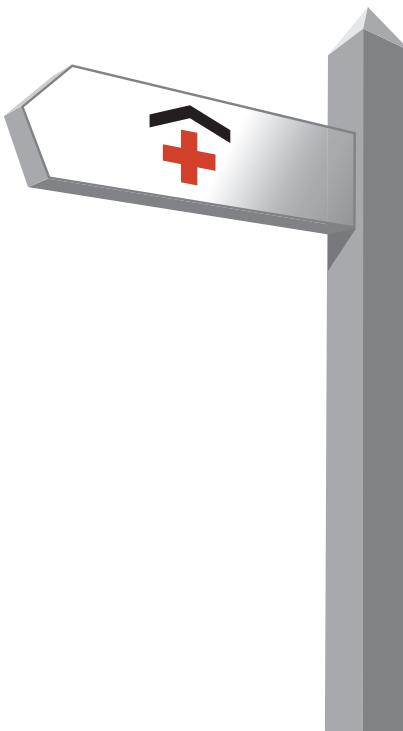
An St. Remigius 26
51379 Leverkusen
Phone: 02171/409-0
Fax: 02171/409-2013

ST. JOSEF KRANKENHAUS

Adolfsstraße 15
51373 Leverkusen
Phone: 0214 /372-0
Fax: 0214 /372-120

KLINIKUM LEVERKUSEN

Am Gesundheitspark 11
51375 Leverkusen
Phone: 0214 /13-0
Fax: 0214 /13-2118
Email: info@klinikum-lev.de
Website: www.klinikum-lev.de



Rest periods

In Germany there are special rest periods (10:00 PM to 06:00 AM). During this time, noise, renovations and noisy housework such as vacuuming are prohibited. The periods are regulated by law and ensure that neighbors are not disturbed by noise at night.

Regulations on Sundays and public holidays in NRW

On Sundays and public holidays, noisy work and loud noises that can be noticed in public are prohibited. Necessary housework is excluded from this.

Public holidays in NRW	2022	2023	2024
New Year's Day	January 1	January 1	January 1
Good Friday (date changes)	April 15	April 7	March 29
Easter Monday (date changes)	April 18	April 10	April 1
Labor Day	May 1	May 1	May 1
Ascension (date changes)	May 26	May 18	May 9
Whit Monday (date changes)	June 6	May 29	May 20
Corpus Christi (date changes)	June 16	June 8	May 30
German Unification Day	October 3	October 3	October 3
All Saints' Day	November 1	November 1	November 1
1 st Christmas Day	December 25	December 25	December 25
Boxing Day	December 26	December 26	December 26

Rest periods

On public holidays, shops and stores are generally closed. There are also special shortened opening hours for **Christmas Eve (Dec 24)**. On Christmas Eve starting at 02:00 PM the same rest period regulations apply as for public holidays. This means that shops and stores will also close at 02:00 PM. It is advisable to adjust to this situation accordingly. On **New Year's Eve (Dec 31)** there may also be different shop opening hours.

In addition to the statutory holiday rest, there are special extended regulations for "silent" holidays. Silent holidays include:

Good Friday	April 15, 2022; April 7, 2023; March 29, 2024
All Saints' Day	November 1
Memorial Day	The penultimate Sunday before the first Advent
Sunday in Commemoration of the Dead	The last Sunday before the first Advent

Interfaith calendar

The state of NRW provides an interfaith calendar with information on public holidays of the largest religious groups in NRW. The calendar can be downloaded at:

<https://www.mkffi.nrw/interreligioeser-kalender>

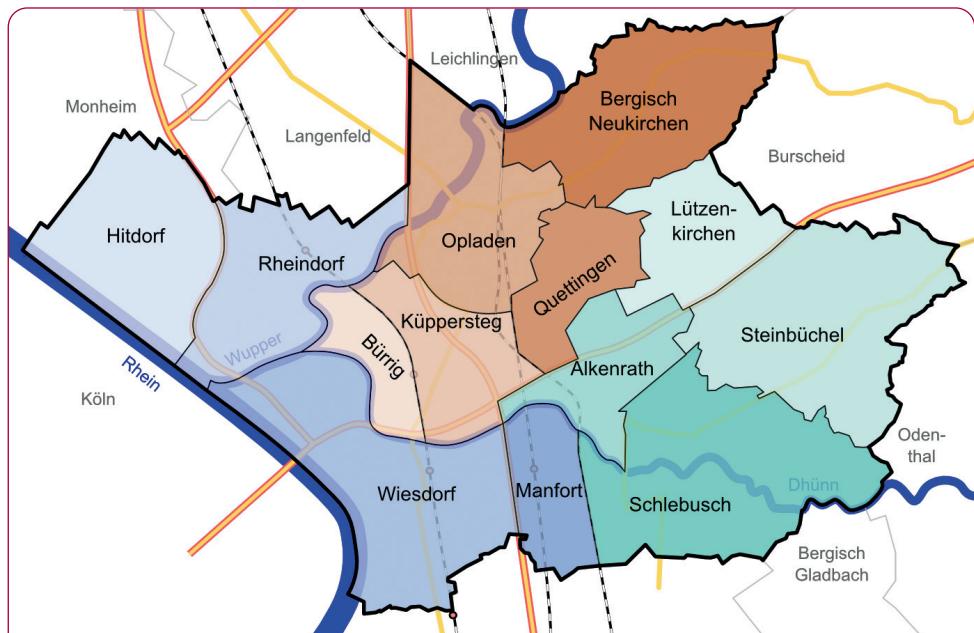
or ordered free of charge at:

<https://www.mkffi.nrw/broschuerenservice>

The interfaith calendar is also available via the Municipal Integration Center (Kommunales Integrationszentrum).

Mobility and road traffic

The City of Leverkusen is divided into 13 districts:



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

Public transport (buses, trains) can be used to travel in and around Leverkusen. A ticket must always be purchased before the start of the journey. The following instructions must be observed:

Tickets / MobilPass

A valid ticket is required to travel by public transport. The ticket must be purchased and stamped before the start of the journey. In buses, tickets can also be purchased from the driver.

Further information on the requirements for applying for the MobilPass can be found on **page 63**.

Mobility and road traffic

To be issued a MobilPass, the current notice of approval of benefits must be brought along.

Further information on ticket prices, monthly tickets, timetables and the route network can be found in the wupsi customer centers:

CUSTOMER CENTER CITYPOINT LEVERKUSEN-WIESDORF	Opening hours:
Friedrich-Ebert-Platz 51373 Leverkusen	Monday – Friday: 08:00 AM – 07:00 PM Saturday: 09:00 AM – 02:00 PM
CUSTOMER CENTER AT BUS STATION LEVERKUSEN-OPLADEN	Opening hours:
Freiherr-vom-Stein-Straße 1 51379 Leverkusen	Monday – Friday: 07:30 AM – 06:00 PM Saturday: 09:00 AM – 02:00 PM
CUSTOMER CENTER IN LEVERKUSEN-FIXHEIDE	Opening hours:
wupsi-Betriebshof Borsigstraße 18 51381 Leverkusen	Monday – Thursday: 08:00 AM – 05:00 PM Friday: 08:00 AM – 01:00 PM

Further information, e.g. on timetables, ticket prices or route networks, can be found under www.wupsi.de

Important information on road traffic behavior can also be found in the brochure “Unterwegs in Deutschland – worauf muss ich achten?” (Traveling within Germany – what to observe and watch out for?). It is available in German, English, Arabic and many other languages and can be ordered free of charge under:

https://www.deutsche-verkehrswacht.de/home/medien-shop.html?categories_id%5B0%5D=23&tx_multishop_pi1%5Bpage_section%5D=products_listing

Insurances, opening of a bank account

Insurances

The following link provides an overview of the German health insurance system and information about other important insurances:

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

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

Opening of a bank account

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

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

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

The following page provides information on important topics such as work, law and housing:

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

Updated guide 2022

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www.integration-in-leverkusen.de

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Gleichstellung, Flucht und Integration
des Landes Nordrhein-Westfalen



Ministerium für
Schule und Bildung
des Landes Nordrhein-Westfalen

