



Guide to Integration in Leverkusen

Contact points · Integration offers
Advice for immigrants and refugees



1. Introduction

“What offices offer counseling in different languages?”

“How do I find the right counseling center for me and my family?”

“Who can I ask directly?”

Ladies and Gentlemen,

The second updated edition of “Guide to Integration in Leverkusen” again gives immigrants, full-time specialists and volunteers contact details, contact persons and important information for living and arriving in Leverkusen.

For integration to succeed, all those involved in the process need sufficient information about the integration opportunities in our city. The creation of transparency is indispensable due to the large number of offerings in Leverkusen’s broadly based integration landscape. The guide is also available in Arabic, English and French.

A big thank-you to all the institutions, sponsors, associations and multipliers listed in this brochure for providing us with the information and ideas we need to create this guide.

With the updated edition of the guide, we would like to offer support to you and all those who work to ensure that integration is successful.

Sincerely yours,

Municipal Integration Center (Kommunales Integrationszentrum)

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

Stadt Leverkusen
Kommunales Integrationszentrum

Ms. Asmae El Khattouti
Phone: 0214/406-5248
Email: asmae.el-khattouti@stadt.leverkusen.de

You can also visit the integration portal of the city of Leverkusen:

www.integration-in-leverkusen.de

First contact points for migrants, immigrants and refugees in Leverkusen

➔ CARITASVERBAND LEVERKUSEN FACHDIENST INTEGRATION UND MIGRATION (FIM) (Special Service for Integration and Migration)

Migration counseling for adults (MBE), social counseling for refugees with disabilities, social counseling for refugees /counseling for temporary integration, counseling for vocational orientation for adult fugitives aged 27 and over

Lioba Engels-Barry Phone: 0214 /85542-602
Email: lioba.e-barry@caritas-leverkusen.de
Website: [www.caritas-leverkusen.de/
migration-integration/beratung](http://www.caritas-leverkusen.de/migration-integration/beratung)

➔ FLÜCHTLINGSRAT LEVERKUSEN (Refugee Council Leverkusen e.V.)

Counseling on asylum procedures, advice on moving out for refugees, advice on asylum and residence law issues

Rita Schillings Phone: 02171 /84645
Email: fr.lev@kulturausbesserungswerk.de
Website: www.fluechtlingsrat-leverkusen.de/

➔ JUGENDMIGRATIONSDIENST LEVERKUSEN (JMD) /OFFENE JUGENDBERUFSHILFE, KATHOLISCHE JUGENDAGENTUR LEVERKUSEN (Youth Migration Service Leverkusen /Open Youth Vocational Assistance, Catholic Youth Agency Leverkusen)

Migration counseling for youths and young adults with a migration background aged 15 – 27 years

Heike Alessio Phone: 02171 /49955
Email: ojb-lev.de
Website: www.ojb-leverkusen.de/migrationsdienst/

➔ AWO FAMILIENSEMINAR (AWO Family Seminar)

Counseling for refugees

Bettina Rennebaum Phone: 0174 / 1732470
Email: rennebaum@awo-lev.de
Website: www.familienseminar.info

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Municipal Integration Center Leverkusen – a brief introduction:

The aim of the work of the Municipal Integration Center (Kommunales Integrationszentrum – KI) is to increase the participation of people with a migrant background and new immigrants. To this end, the KI cooperates with many institutions and players. Tasks include the promotion of integration structures on the ground, measures for intercultural openness and language education as well as the support of civic engagement. The Municipal Integration Center Leverkusen (Kommunales Integrationszentrum) acts as a specialist and coordination office for the field of integration.

Municipal integration centers are part of the Participation and Integration Act NRW (§7) and are supported by the Ministry for Children, Family, Refugees and Integration (MKFFI) and the Ministry for Schools and Education (MSB). The fields of action of the 54 municipal integration centers in NRW are “integration as a municipal cross-sectional task” and “integration through education”.

KI Leverkusen is an administrative department in the Citizens, Environment and Social Affairs Department of the City of Leverkusen. The tasks of the KI also include the updating and monitoring of the urban integration concept as a whole, so that goals and measures of local integration work can be jointly coordinated and implemented according to needs.

Contact:

Stadt Leverkusen

Dezernat für Bürger, Umwelt und Soziales
Kommunales Integrationszentrum
Goetheplatz 1 – 4
51379 Leverkusen

Phone: 0214/406-5246

Email: KI@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 STRASSENVERKEHR ABTEILUNG MELDE- UND PERSONENSTANDSWESEN MELDEWESEN Friedrich-Ebert-Platz 1 51373 Leverkusen
When	Issue of tickets: Monday, Tuesday: 08:00 – 11:00 AM and 02:00 – 03:00 PM Wednesday: 07:30 – 11:00 AM Thursday: 09:00 – 11:00 AM and 02:00 – 04:00 PM Friday: 08:00 – 11:00 AM If the number of visitors is particularly high, the issue of tickets must be stopped earlier. 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 /406-3302 Email: 36@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 STRASSENVERKEHR ABTEILUNG MELDE- UND PERSONENSTANDSWESEN STANDESAMT Friedrich-Ebert-Platz 1 51373 Leverkusen
When	Births and deaths: Monday, Friday: 08:00 AM – 12:30 PM Tuesday: 08:00 AM – 03:30 PM Wednesday: 07:30 AM – 12:30 PM Thursday: 09:00 AM – 05:30 PM Arrange appointments online at: www.leverkusen.de/rathaus-service/termine-online/index.php Marriage, civil partnership, certificates of capacity to marry only after prior appointment by telephone.
Contact	Phone: 0214 /406-3376 Fax: 0214 /406-3379 Email: 361.2-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 STRASSENVERKEHR ABTEILUNG INTEGRATION UND ZUWANDERUNG AUSLÄNDERBEHÖRDE Friedrich-Ebert-Platz 1 51373 Leverkusen
When	Issue of tickets: Monday, Friday: 08:00 – 11:00 AM Tuesday: 08:00 – 11:00 AM and 02:00 – 03:00 PM Wednesday: 07:30 – 11:00 AM Thursday: 08:00 – 11:00 AM and 02:00 – 04:00 PM If the number of visitors is particularly high, the issue of tickets must be stopped earlier.
Contact	Phone: 0214 /406-3344 Fax: 0214 /406-3339 Email: 362ABH@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

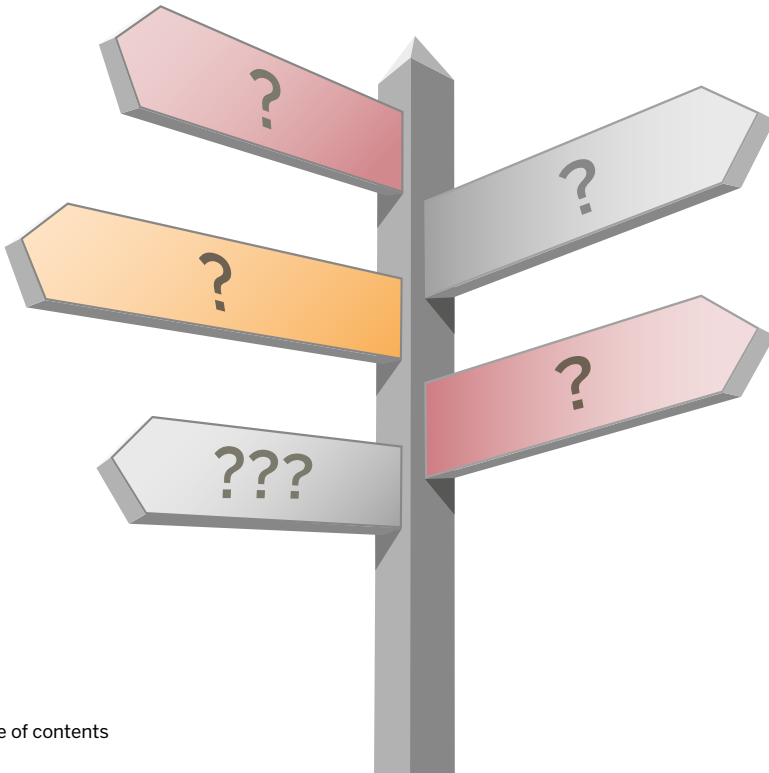
What	Securing livelihood, housing and social care
Where	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES ABTEILUNG MIGRATIONSANGELEGENHEITEN Miselohestraße 4 51379 Leverkusen
When	Securing livelihood: Financial benefits under the asylum seekers benefits act (AsylbLG): Monday – Friday: 08:30 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 – 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: 0214/406-5036 Fax: 0214/406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de



→ Municipal Integration Center

What

School registration of new school-age children and adolescents who have immigrated to Germany

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.

Where

STADT LEVERKUSEN (City of Leverkusen)
KOMMUNALES INTEGRATIONSZENTRUM
Goetheplatz 1 – 4
51379 Leverkusen

When

By appointment only

Contact

For children aged 6 to 10 (max.):

Sarah Patten

Phone: 0214 /406-5225
First floor, room 42

Email: sarah.patten@stadt.leverkusen.de

For children and adolescents aged 10 to 18 (max.):

Bernd Häck

Phone: 0214 /406-5226
First floor, room 43

Email: bernd.haeck@stadt.leverkusen.de

Website: www.leverkusen.de
www.integration-in-leverkusen.de

3. Contact and counseling centers

Migrants, refugees and newly arrived immigrants

What	Migration counseling for adults (MBE) 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 By arrangement Familienzentrum Scharnhorststraße Scharnhorststraße 13 51377 Leverkusen-Manfort Phone: 0214/85542-606 Tuesday: 09:00 AM – 12:00 PM Rheindorfer Laden Königsberger Platz 14 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

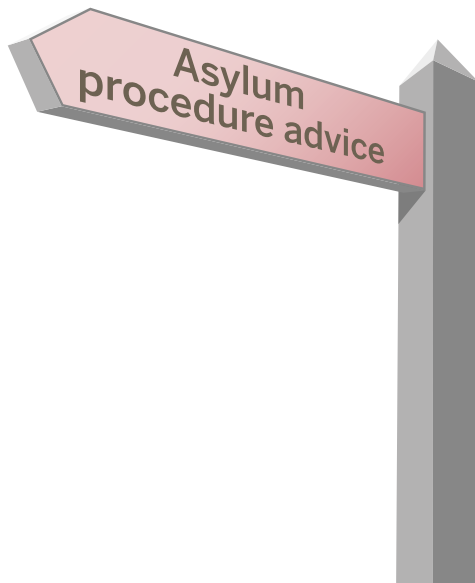
Migrants, refugees and newly arrived immigrants

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 – 06:30 PM As well as by appointment
Contact	Bettina Rennebaum Phone: 0174/1732470 Email: rennebaum@awo-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	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, Sebastian Wäldl 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 (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	Monday, Thursday: 10:00 AM – 06:00 PM
Contact	Claudia Konkel Phone: 02171 / 343499 Email: Fr.lev@kulturausbesserungswerk.de Website: www.fluechtlingsrat-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>

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 JUGENDAGENTUR 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	Phone: 02171/49955 Email: heike.alessio@kja.de
	Johannes Durben	Phone: 02171/49955 Email: johannes.durben@kja.de
	Email general:	ojb-lev@kja.de / Website: 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 STRASSENVERKEHR ABTEILUNG INTEGRATION UND ZUWANDERUNG AUSLÄNDERBEHÖRDE	
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:	0214 /406-3359
	Email:	362ABH@stadt.leverkusen.de
	Website:	www.leverkusen.de

General contact points

► Children and adolescents

What	<p>Advice on general questions of upbringing, help with upbringing, advice on separation and divorce, participation in family court proceedings, juvenile court assistance, integration assistance for children and adolescents with mental disabilities pursuant to § 35a SGB VIII, initial counseling, child protection</p>
Who	<p>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ERZIEHUNGSHILFE – ALLGEMEINER SOZIALER DIENST (ASD)</p>
Target group	Children, adolescents, young adults and their families
When	<p>Office hours: Tuesday: 08:30 AM – 11:00 AM Thursday: 03:00 PM – 06:00 PM</p>
Contact / Where	<p>Region I (Rheindorf, Hitdorf, Küppersteg, Bürrig) Jens Arand, Regional Management Elbestraße 23 51371 Leverkusen Phone: 0214/406-5601 Email: jens.arand@stadt.leverkusen.de</p> <hr/> <p>Region II (Opladen, Quettingen, Bergisch Neukirchen) Detlef Schlechter, Regional Management Goetheplatz 1 – 4 51379 Leverkusen Phone: 0214/406-5151 Email: detlef.schlechter@stadt.leverkusen.de</p> <hr/> <p>Region III (Schlebusch, Steinbüchel, Lützenkirchen) Anna Surrey, Regional Management Bergische Landstraße 82 b 51375 Leverkusen Phone: 0214/406-5615 Email: anna.surrey@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: N.N@stadt.leverkusen.de 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>Counseling center: Antje Lachmann, Claus Schiederich 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
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:	10:30 AM – 12:00 PM
	Tuesday:	12:30 PM – 02:30 PM
	Wednesday:	08:30 AM – 10:00 AM
	Friday:	09:00 AM – 11:00 AM
Contact	Britta Weise, Anna Ljubisic Phone: 0214 / 73486430 Fax: 0214 / 382733 Email: britta.weise@diakonie-leverkusen.de 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:	01:00 PM – 03:00 PM
	Wednesday:	02:30 PM – 04:30 PM
Contact	Daniela Wittwer	Phone: 0214 / 31129566 Email: daniela.wittwer@diakonie-leverkusen.de Website: http://www.diakonie-leverkusen.de/rat-und-tat/relaunchdiakonie-leverkusende/manforter-laden/

General contact points

► Social affairs and debt

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

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	Open consultation without appointment Information centers: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen Wednesday: 10:00 AM – 12:00 PM </td> <td style="width: 50%; vertical-align: top;"> Rheindorfer Laden 1 Königsberger Platz 14 51371 Leverkusen Thursday: 02:00 PM – 05:00 PM </td> </tr> </table> Appointments by arrangement possible		AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen Wednesday: 10:00 AM – 12:00 PM	Rheindorfer Laden 1 Königsberger Platz 14 51371 Leverkusen Thursday: 02:00 PM – 05:00 PM
AWO Beratungsdienste GmbH Tannenbergstraße 66 51373 Leverkusen Wednesday: 10:00 AM – 12:00 PM	Rheindorfer Laden 1 Königsberger Platz 14 51371 Leverkusen Thursday: 02:00 PM – 05:00 PM			
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	<p>Debt counseling</p> <p>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</p> <p>Note: No legal advice and no help in filling out forms. No loans are granted by Diakonisches Werk.</p>			
Who	<p>DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)</p>			
Where / When	<p>Debt counseling center Pfarrer-Schmitz-Straße 9 51373 Leverkusen</p> <p>By prior arrangement only</p> <p>Before showing up for open consultation, please give us a short call and announce your attendance.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Manforter Laden (ML) Gustav-Heinemann-Straße 40 51377 Leverkusen</p> <p>Consultation: every 1st and 3rd Tuesday of the month 10:00 AM – 12:00 PM</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Alkenrather Familientreff (AlFa) Graf-Galen-Platz 9 51377 Leverkusen</p> <p>Consultation: Thursday: 02:00 PM – 04:00 PM</p> </td> </tr> </table>		<p>Manforter Laden (ML) Gustav-Heinemann-Straße 40 51377 Leverkusen</p> <p>Consultation: every 1st and 3rd Tuesday of the month 10:00 AM – 12:00 PM</p>	<p>Alkenrather Familientreff (AlFa) Graf-Galen-Platz 9 51377 Leverkusen</p> <p>Consultation: Thursday: 02:00 PM – 04:00 PM</p>
<p>Manforter Laden (ML) Gustav-Heinemann-Straße 40 51377 Leverkusen</p> <p>Consultation: every 1st and 3rd Tuesday of the month 10:00 AM – 12:00 PM</p>	<p>Alkenrather Familientreff (AlFa) Graf-Galen-Platz 9 51377 Leverkusen</p> <p>Consultation: Thursday: 02:00 PM – 04:00 PM</p>			
Target group	<p>People who are looking for a way out of debt. The amount of debt is insignificant.</p>			
Contact	<p>Thomas Raddatz (Consultation AlFa) Phone: 0214 / 382731 Email: thomas.raddatz@diakonie-leverkusen.de</p> <p>Philipp Hackländer (Consultation ML) Phone: 0214 / 382732 Email: philipp.hacklaender@diakonie-leverkusen.de</p> <p>Website: http://www.diakonie-leverkusen.de/rat-und-tat/soziale-teilhabe/schuldnerberatung/</p>			

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 – FACHBEREICH SOZIALES (City of Leverkusen)

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 – 27. 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.

General contact points

► Protection against violence, discrimination and radicalization

What	National Prevention Program Guide. Counseling center against violent Salafism. Adolescents and young adults are supported and advised on how to find a way out of radicalization. Specialists are primarily responsible for the City of Cologne, but can also be contacted by those seeking advice and by persons concerned from Leverkusen and the Rhein-Erft district.	
Who	AWO KREISVERBAND KÖLN E.V.	
Where	The address can be provided upon request.	
Target group	Young people seeking advice, family members and friends from the social environment, institutions and authorities	
When	Hotline: Monday, Wednesday: 02:00 PM – 04:00 PM Tuesday, Thursday: 10:00 AM – 12:00 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, educational and discussion 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	Sandra Karangwa, Consultant Bahar Dağtekin, consultant 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/downloads/frauen/Beratungskompass_2018_28.05.2018.pdf

For spontaneous initial information, women and girls can contact the Women's Office of the City of Leverkusen:

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) FRAUENBÜRO
Where	Manforter Straße 184, 51373 Leverkusen, 3 rd floor
Target group	Women and girls in Leverkusen
When	Monday – Friday: 08.00 AM – 12.30 PM and by arrangement
Contact	NN, Women's Representative of the City of Leverkusen Phone: 0214 /406-8300 Email: 03@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.
(Focus: Domestic violence, separation and divorce)

Birkenbergstraße 35 Phone: 02171 / 28320
51379 Leverkusen 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 Phone: 0214 / 2061598
51373 Leverkusen 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 Phone: 0214 / 49408
(P.O. Box 100433) Email: frauen.helfen.frauen.lev@t-online.de
51304 Leverkusen Website: www.frauenhaus-leverkusen.de

SOZIALDIENST KATH. FRAUEN E.V. LEVERKUSEN
ESPERANZA (Pregnancy counseling)

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

PRO FAMILIA COUNSELING CENTER
**(Focus: Pregnancy and childbirth, family planning and contraception,
sexuality and partnership)**

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

3. Contact and counseling centers

General contact points

► Women

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-mabu-ka.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:	08:30 AM – 12:30 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

General contact points

► Mental health

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:	0228 / 71002425
	Email:	seelefon@psychiatrie.de
	Website:	www.bapk.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 or 0180 / 5950951
	Email:	seelefon@psychiatrie.de
	Website:	www.bapk.de

General contact points

► Mental health

What	Counseling, care and treatment of mentally ill people and their families
Who	SPZ – GEMEINNÜTZIGE GMBH SOZIALPSYCHIATRISCHE AMBULANZ LEVERKUSEN (SPA) (Socio-Psychiatric Outpatient Clinic Leverkusen)
Where	Kölner Straße 95 51379 Leverkusen
Target group	Women and men aged 15 and over seeking counseling and support because of psychological problems, crises or illnesses
When	<p>Initial meetings take place during consultation:</p> <p style="text-align: right;">Monday, Wednesday: 10:00 AM – 12:00 PM Thursday: 04:00 PM – 06:00 PM</p> <p>.....</p> <p>Consultation for people aged 60 and over:</p> <p style="text-align: right;">Friday: 10:00 AM – 12:00 PM</p> <p>.....</p> <p>“jetzt.du” – consultation for adolescents aged 15 – 25:</p> <p style="text-align: right;">Tuesday: 01:00 PM – 03:00 PM</p> <p>.....</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>.....</p> <p>A short telephone registration for consultation is required.</p>
Contact	Phone: 0214 /8333-22 Email: spa@spzleverkusen.de Website: www.spzleverkusen.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 E-CARE
Where	Online offer
Target group	People seeking psychological help and/or psychosocial counseling
Contact	Website: www.ipso-ecare.com/home-14.html

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 **ambulance for immigrants (“Migrantenambulanz”)**. 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: migrantenambulanz.klinik-langenfeld@lvr.de

Website: www.klinik-langenfeld.lvr.de

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



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 road traffic (**Fachbereich Bürger und Straßenverkehr**). No placement in integration courses takes place.

Contact:

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

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

Siegrid Kleibrink

Phone: 0214/406-3352
Email: Sigrid.Kleibrink@stadt.leverkusen.de
Website: www.leverkusen.de

Integration and literacy courses

What	Integration 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 Büchelster 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: NEW: Tuesday: 10:30 AM – 12:30 PM Thursday (not during school vacation): 04:30 PM – 06:30 PM
Contact	Vera Strittmatter, Deputy head of VHS Phone: 0214 /406-4189 Fax: 0214 /406-4194 Email: info@vhs-leverkusen.de Website: www.kulturstadtlev.de/volkshochschule/home

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 on course times can be requested from the institute.
Contact	Anke Henrich, Karina Heyder, Heads of the institute Phone: 0214 / 77692 Email: sprachen@igl91.de karina.heyder@igl-sprachen.de Website: www.igl-seminare.de

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 BILDUNGSWERK LEVERKUSEN
Where	Manforter Straße 186 (at the corner of Stegerwaldstraße) 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	Course times can be requested from the institute. Opening hours: Monday – Friday: 09:00 AM – 12:30 PM Monday, Tuesday, Thursday: 02:00 AM – 04:00 PM Not during school vacation Consultation “German” on Fridays from 10.00 AM – 11.00 AM (Please ask for exact dates in advance or consult the website).
Contact	Astrid Linke, Pedagogic assistant Stefan Andres, Pedagogic assistant Phone: 02202 / 93639-33 and 02202 / 93639-52 Email: andres@bildungswerk-leverkusen.de linke@bildungswerk-leverkusen.de Website: www.bildungswerk-leverkusen.de

Integration and literacy courses

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	Friedrich-Ebert-Straße 13 b, 51373 Leverkusen
Target group	Migrants, refugees and immigrants
When	Course times can be requested from the institute. Accessibility by telephone: Monday – Friday: 08:30 AM – 03:00 PM
Contact	Ms. Sallamaci Phone: 0214 / 83097931 Email: wakuester@wa-kuester.com Website: www.wa-kuester.com/leverkusen/

Job-related German language support – DeuFöV and KomBer

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.bmas.de/DE/Themen/Arbeitsmarkt/Auslaenderbeschaeftigung/Sprachfoerderung/sprachfoerderung-deutsch.html>

In addition, the **KomBer** measure is offered (**combination of job-related language support**). It combines DeuFöV courses with a practical measure according to §45 AufenthG. Registration /assignment to the courses is made via the Jobcenter or the Federal Employment Agency.

Further information is available at:

JOB SERVICE BESCHÄFTIGUNGSFÖRDERUNG LEVERKUSEN GGMBH (JSL)

Ms. Buhr

Phone: 02171 / 947411

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

Ms. Asmae El Khattouti

Phone: 0214/406-5248

Email: asmae.el-khattouti@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)

Carola Voß

Phone: 0214/382755

Email: Carola.Voss@diakonie-leverkusen.de

Website: www.diakonie-leverkusen.de

AWO KREISVERBAND

Bettina Rennebaum

Phone: 02171/1451
0174/1732470

Email: rennebaum@awo-lev.de

Website: www.familienseminar.info

CARITASVERBAND LEVERKUSEN (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

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

EVANGELISCHE KIRCHENGEMEINDE LEVERKUSEN-WIESDORF (Protestant Parish)

Martina Weber

Phone: 0214/402321

Email: webermama@web.de

Website: www.kirche-wiesdorf.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/elternportal.jsf>

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

Pregnancy guide of the City of Leverkusen

In the pregnancy guide of the City of Leverkusen you will find information on the topic of health, a checklist on the topics of work, authorities and finances, as well as addresses of helpful consultation centers.

<https://www.leverkusen.de/leben-in-lev/downloads/Schwangerschaftswegweiser.pdf>

Childcare

What	For child day-care, consultation is as follows:
Who	STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ABTEILUNG ERZIEHUNGSHILFE TAGESPFLEGE FÜR KINDER
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 Sonja Kürten Phone: 0214 /406-5230 Email: sonja.kuerten@stadt.leverkusen.de</p> <p>.....</p> <p>For Schlebusch, Alkenrath, Manfort, Mathildenhof, Steinbüchel, Bergisch Neukirchen Ursula Maier Phone: 0214 /406-5145 Email: ursula.maier@stadt.leverkusen.de</p> <p>.....</p> <p>For Opladen, Quettingen, Lützenkirchen Nadine Risse Phone: 0214 /406-5244 Email: nadine.risse@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/elternportal.jsf>) 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	Monday, Wednesday: 09:00 AM – 11:30 AM and by arrangement via phone
Contact	Claudia Decker Phone: 0214 /406-5106 Fax: 0214 /406-5102 Email: 51@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.

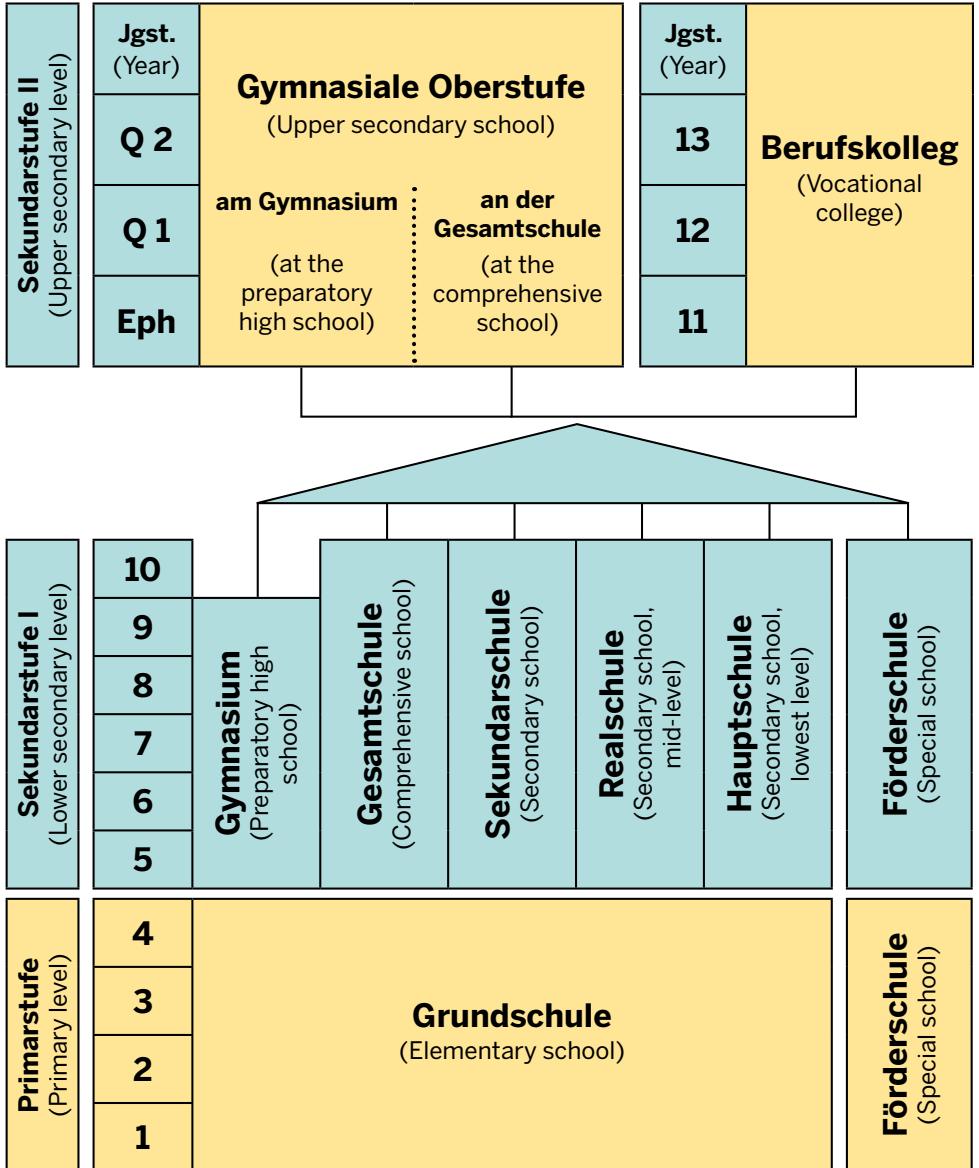
What	Day-care group “Weltenbummler”	
Who	DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)	
Where	Ev. Gemeindezentrum Martin-Luther-Haus Alte Landstraße 82 51373 Leverkusen	
Target group	Children of refugee families between 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	

Caritasverband Leverkusen offers a **day-care group for children of refugee families** aged 3 – 6. The participation of the children in the group is free of charge.

What	Day-care group Clara-Fey	
Who	CARITASVERBAND LEVERKUSEN E.V. FACHDIENST KINDER, JUGENDLICHE UND FAMILIEN (Special Service for Children, Adolescents and Families)	
Where	Clara-Fey-Haus Bergische Landstraße 80 51375 Leverkusen	
Target group	Children of refugee families between 3 and 6 years of age	
When	Monday – Friday: 08:00 AM – 03:00 PM	
Contact	Marianne Hasebrink, Head of special service Phone: 0214 / 85542-790 Email: marianne.hasebrink@caritas-leverkusen.de Website: www.caritas-leverkusen.de	

School system, school registration, recognition of foreign school qualifications

The school system in NRW



(Image source: <https://www.schulministerium.nrw.de/docs/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 (Realschulabschluss) 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.de/docs/Schulsystem/)

<https://www.schulministerium.nrw.de/docs/bp/Schueler/Beruf-und-Studium/Studienorientierung/Hochschulzugang/index.html;>

[https://www.mkw.nrw/studium/bewerben/studieren-ohne-abitur/?L=0_\)](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 **pages 4 and 10**. The following contact persons coordinate the placement in schools:

Children and adolescents aged 6 – 10 years

Kommunales Integrationszentrum

Sarah Patten Phone: 0214 /406-5225
Email: sarah.patten@stadt.leverkusen.de

Children and adolescents aged 11 – 18 years

Kommunales Integrationszentrum

Bernd Häck Phone: 0214 /406-5226
Email: bernd.häck@stadt.leverkusen.de

Adolescents/young adults who are no longer required to attend school can contact the **Integration Point (p.50)** to obtain information and offers on suitable training measures, language courses and career entry opportunities.

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:**

www.schulministerium.nrw.de/docs/Internationales/Abschluesse/Anerkennung/

and the **Cologne District Government:**

https://www.bezreg-koeln.nrw.de/brk_internet/leistungen/abteilung04/48/anererkennung/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/anererkennung/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

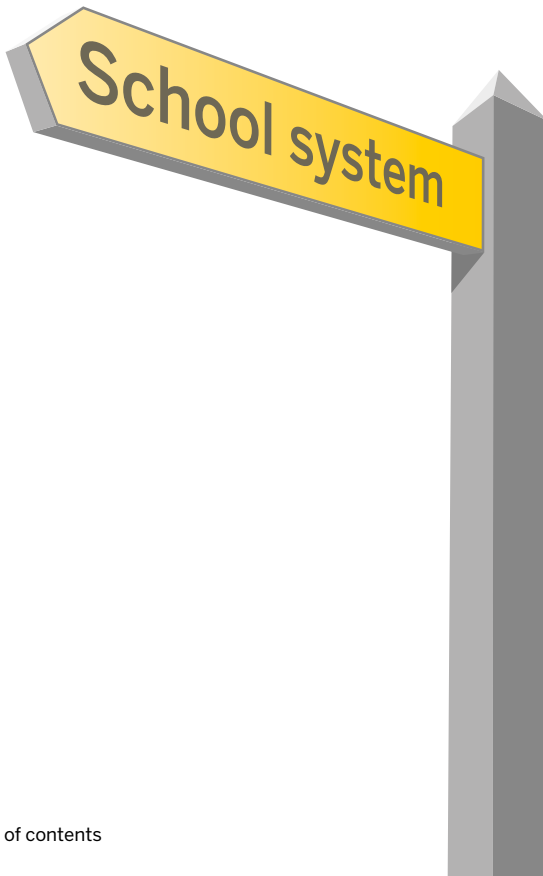
The **Düsseldorf District Government** is responsible for the recognition of foreign educational certificates as a German higher education entrance qualification (deutsche Hochschulreife). Further information can be found on the website:

https://www.brd.nrw.de/schule/schulrecht_schulverwaltung/Zugnisanerkennung.html

School system, school registration, recognition of foreign school qualifications

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 62** 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.



6. Vocational training, studies and labor market

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.anerkanntungsbegleitung-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**

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, 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 hotline "Working and living in Germany" ("Arbeiten und Leben in Deutschland") of the Federal Office for Migration and Refugees (BAMF) offers advice by phone from Monday to Friday at the following number: +49 30 1815 1111

Vocational training, qualification, integration into the labor market

Important 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.anererkennung-in-Deutschland.de)

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

<https://www.anererkennung-in-deutschland.de/tools/berater/de/>

www.anabin.kmk.org/anabin.html

www.bq-portal.de



**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
5th floor

Employment agency:

Mr. Chaabane (Ü24 /A – Alo)
Phone: 0214 /8339-671

Ms. Korkmaz (Ü24 /Alp – Hus)
Phone: 0214 /8339-716

Ms. Salumova (Ü24 /Hut – No)
Phone: 0214 /8339-717

Ms. Klesper (Ü24 /Np – Zz)
Phone: 0214 /8339-718

Mr. Wiedemann (U25 /A – Amh)
Phone: 0214 /8339-544

Ms. Boumaiza (U25 /Ami – Nab)
Phone: 0214 /8339-670

Ms. Cyris (Ü24 /Nac – Z)
Phone: 0214 /8339-721

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

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

Mr. El-Moussaoui
Phone: 0214 /8339-720

Ms. Lanouar (A – Ham)
Phone: 0214 /8339-463

Ms. Klatt (A – Ham)
Phone: 0214 /8339-714

Mr. Tairi (Han – Z)
Phone: 0214 /8339-713

Ms. Sai (Han – Z)
Phone: 0214 /8339-712

Email: jobcenter-leverkusen.integration-point@jobcenter-ge.de
Website: <http://www.jobcenter-agl.de/zuwanderung/integration-point/>

Vocational training, qualification, integration into the labor market

► For refugees and immigrants

Responsible for persons receiving benefits under the Asylum Seekers Benefits Act or social assistance

AGENTUR FÜR ARBEIT – INTEGRATION POINT LEVERKUSEN

Heinrich-von-Stephan-Straße 6 a, 51373 Leverkusen

Ms. Stinn

Ms. Mathieu-Herrmann

Phone: 02202 / 9333-134

Phone: 0214 / 8339-123

Email: BergischGladbach.Fluechtlinge@arbeitsagentur.de

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	Phone: 0800 / 4555500 Email: berufsberatung.151@arbeitsagentur.de Website: www.arbeitsagentur.de Consultation appointments can also be made online at www.arbeitsagentur.de/beratungswunsch . For questions on securing a livelihood: 0214 / 8339 475 Questions on job search: 0214 / 8339 585

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	Independent counseling for adolescents and young adults aged 15 – 27 who need special support in the transition from school to work. 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.
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	Monday, Tuesday, Thursday: 09:00 AM – 01:00 PM and 02:00 PM – 06:00 PM Wednesday: 02:00 PM – 06:00 PM Friday: 09:00 AM – 02:00 PM
Contact	Ansgar Lutz, Head of Open Youth Vocational Assistance Phone: 02171/49955 Email: ojb-lev@kja.de Website: www.ojb-leverkusen.de

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 (Special Service for Integration and Migration)	
Where	Clara-Fey-Haus Bergische Landstraße 86 51375 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 / 85542-610
	Email:	maximilian.john@caritas-leverkusen.de
	Website:	www.caritas-leverkusen.de



Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

In the women's representative office (Frauenbüro) of the City of Leverkusen there is the possibility for orientation counseling regarding professional re-entry.

What	Orientation counseling for women to return to work 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) FRAUENBÜRO
Where	Manforter Straße 184 51373 Leverkusen 2 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

The **NetzwerkW** Leverkusen (network re-entry into work Leverkusen) has published two brochures, one of them for single parents, on returning to work in Leverkusen. These can be ordered from the women's representative office or downloaded from the website:

www.netzwerkW-leverkusen.de/beruf-und-weiterbildung.html

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	Unemployed counseling Information and consultation regarding the securing of a livelihood when unemployed, questions regarding ALG II, ALG I, social welfare assistance, basic security benefits, support with and consultation regarding the job search, the creation of an application package, assistance with the filling out of applications, accompanying persons when dealing with authorities, support with questions regarding uncertain employment relations, in difficult life situations, provision of information regarding cooperating special services.
Who	DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)
Where	Manforter Laden Gustav-Heinemann-Straße 40 51377 Leverkusen
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	Tuesday: 09:30 AM – 12:00 PM
Contact	Carola Voß, Head of Unemployment Counseling and Unemployment Center Phone: 0163 / 7370215 Email: carola.voss@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

Vocational training, qualification, integration into the labor market

► General professional and unemployment counseling

What	<p>Low-threshold initial information and first point of contact for unemployed persons</p> <p>Information regarding questions on ALG II, ALG I, social assistance, job insecurity, problems with authorities and employers</p> <p>Offers for and from unemployed persons: Accompanying persons when dealing with social authorities, language courses for migrants and refugees, computer assistance (repair assistance), breakfast for unemployed persons, assistance in preparing application documents</p>
Who	<p>DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN UND WECHSELWIRKUNG E.V. (Cooperation of Social welfare organization of the protestant church in Leverkusen and Wechselwirkung e.V.)</p>
Where	<p>Arbeitslosenzentrum & mehr Schulstraße 5 51373 Leverkusen</p>
Target group	<p>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 reduced earning capacity</p>
When	<p>Monday: 09:00 AM – 04:00 PM Tuesday: 09:00 AM – 03:00 PM Wednesday: 10:00 AM – 03:00 PM Thursday: 09:00 AM – 04:00 PM Friday: 09:00 AM – 02:00 PM</p>
Contact	<p>Carola Voß, Head of Unemployment Counseling and Unemployment Center</p> <p>Phone: 0214 / 73489852 Email: carola.voss@diakonie-leverkusen.de 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/studium/informieren/informationen-fuer-fluechtlinge-die-in-nrw-studieren-moechten/ 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):

www.study-in.de/landingpage/refugees/informationen-fuer-fluechtlinge_39093.php

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 MIGRATIONSANGELEGENHEITEN
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

According to SGB II, III and XII

What	Unemployment benefit I pursuant to SGB III (Arbeitslosengeld I – SGB III)	
Who	AGENTUR FÜR ARBEIT LEVERKUSEN (Federal Employment Agency) 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. 50/51). All persons receiving unemployment benefit I (Arbeitslosengeld I) should contact the Agentur für Arbeit.	
Where	Heinrich-von-Stephan-Straße 18 51373 Leverkusen	
Target group	Unemployed persons who are entitled to unemployment benefit I pursuant to SGB III (ALG I)	
When	Availability by phone: Monday – Thursday: 08:00 AM – 06:00 PM Friday: 08:00 AM – 04:00 PM Registration as unemployed / as seeking employment: Monday, Tuesday, Friday: 07:30 AM – 12:30 PM Thursday: 07:30 AM – 06:00 PM	
Contact	Phone:	0800 /4555500
	Email:	Leverkusen@arbeitsagentur.de
	Website:	www.arbeitsagentur.de

According to SGB II, III and XII

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.50/51). 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) Persons who are not able to work due to illness or old age and who cannot earn their own living or cannot do it without assistance may be entitled to the social benefits mentioned above.
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	<p>Child benefit (Kindergeld) and children's allowance (Kinderzuschlag)</p> <p>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.</p>
Who	FAMILIENKASSE NORDRHEIN-WESTFALEN WEST
Where	<p>Mailing address: Familienkasse Nordrhein-Westfalen West 50574 Köln</p> <p>Street address: Familienkasse Nordrhein-Westfalen West An der Gohrsmühle 25 51465 Bergisch Gladbach</p>
Target group	Families / single persons with one or more children
When	<p>Monday, Tuesday: 07:30 AM – 12:30 PM</p> <p>Thursday: 07:30 AM – 06:00 PM</p>
Contact	<p>For questions about child benefit and children's allowance:</p> <p>Phone: 0800 /4555530</p> <p>Availability: Monday – Friday: 08:00 AM – 06:00 PM</p> <p>Email: Familienkasse-Nordrhein-Westfalen-West @arbeitsagentur.de</p> <p>.....</p> <p>Announcement service regarding payment dates (24 /7):</p> <p>Phone: 0800 /4555533</p>

For families and children

What	<p>Education and participation package (Bildungs- und Teilhabepaket – BuT)</p> <p>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.</p>
Who	<p>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN</p>
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	<p>Opening hours: Monday: 02:00 PM – 04:00 PM Wednesday, Friday: 08:30 AM – 12:30 PM</p>
Contact	<p>Phone: 0214 /406-5001 Fax: 0214 /406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de</p>

What	<p>Parental allowance (Elterngeld)</p> <p>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.</p>
Who	<p>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE DIENSTE</p>
Where	Goetheplatz 1 – 4, 51379 Leverkusen, first floor, room 021
Target group	Parents who have recently had a child
When	<p>Opening hours: Monday, Wednesday: 08:30 AM – 12:30 PM Thursday: 02:00 PM – 06:00 PM</p>
Contact	<p>Phone: 0214 /406-5030 Email: elterngeld@stadt.leverkusen.de Website: www.leverkusen.de</p>

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 (Ville de Leverkusen) FACHBEREICH KINDER UND JUGEND ABTEILUNG RICHTSWESEN UND WIRTSCHAFTLICHE HILFE WIRTSCHAFTLICHE JUGENDHILFE	
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. More information on: https://www.bafög.de/de/inland---schulische-ausbildung-einschliesslich-praktika--487.php https://www.bafög.de/de/inland---studium-einschliesslich-praktika--303.php	
Target group	Students	
When	Monday: 02:00 PM – 04:00 PM Wednesday: 08:30 AM – 12:30 PM Thursday: 02:00 PM – 06:00 PM	From October to June Thursday opening hours are shortened and are from 02:00 – 04:00 PM.
Contact	Gudrun Hartmann, Administrative office Phone: 0214 /406-5101 Website: www.leverkusen.de Letters A – I Laura Fischer Room 510 Phone: 0214 /406-5132 Email: 513.fischer@stadt.leverkusen.de Letters R – Z Isabel Hellmich Room 508 Phone: 0214 /406-5131 Email: 513.hellmich@stadt.leverkusen.de	
		Letters J – Q Carolin Frech Room 509 Phone: 0214 /406-5138 Email: 513.frech@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	Availability by phone: Monday – Thursday: 08:00 AM – 06:00 PM Friday: 08:00 AM – 04:00 PM
Contact	Phone: 0800 /4555500 Website: www.arbeitsagentur.de

Other social benefits

What	Housing allowance (Wohngeld) Granting of housing allowance under the Housing Allowance Act (Wohngeldgesetz) 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	Miselohestraße 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	Miselohestraße 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

What	<p>“MobilPass” – mobility passport for using public transportation</p> <p>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.</p>
Who	<p>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES ABTEILUNG ZENTRALE AUFGABEN</p>
Where	<p>Information about issuing offices of the MobilPass can be obtained under the phone number: 0214 / 406-5001</p>
Target group	<p>Persons who receive the above benefits and would like to apply for a MobilPass</p>
When	<p>Information about opening hours of the issuing office can be obtained by calling 0214 / 406-5001</p>
Contact	<p>Gesualda-Giovanna Maddiona</p> <p>Phone: 0214 / 406-5001 Fax: 0214 / 406-5002 Email: 50@stadt.leverkusen.de Website: www.leverkusen.de</p>

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.

8. Political representation and migrant self-organizations

Integration Council Leverkusen – Political representation and migrant self-organizations

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.

Ms. Bella Buchner is Chairwoman of the Integration Council. People with a migration background 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 – Friday: 08:30 AM – 12:30 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 MIGRATIONSANGELEGENHEITEN
Miselohestraße 4, 51379 Leverkusen

What	In cooperation with pronovaBKK, the city of Leverkusen offers presentations on healthcare for persons with a migration background: Healthcare presentation Upon request starting with a group size of 10 persons: Culture-sensitive, low-threshold healthcare presentations on various topics (e.g. German health system, prevention and early diagnosis, children's health, mental health, etc.). The presentations can be offered in different languages.
Who	STADT LEVERKUSEN (City of Leverkusen) DEZERNAT FÜR BÜRGER, UMWELT UND SOZIALES GESUNDHEITSPANUNG
Where/When	By arrangement
Target group	Interested persons with a migration background
Contact	Dorothea Skerhut Phone: 0214 /406-5055 Email: dorothea.skerhut@stadt.leverkusen.de Website: www.leverkusen.de

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

Offers for parents and children

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/leben-in-lev/downloads/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 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>

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 14 Mietersalon, Pregelstraße 3 51371 Leverkusen	Brendan Rau, Head of the institution Phone: 0214 / 20609273 or 0214 / 2064240 Email: info@rheindorfer-laden.de Website: www.rheindorfer-laden.de
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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
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SUPPORT IN EARLY CHILDHOOD IN ALKENRATHER FAMILIENTREFF 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
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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, Magdalena Misenka Phone: 0214 / 311-29566 Email: daniela.wittwer@diakonie-leverkusen.de dorota.kuerten@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de
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SUPPORT IN EARLY CHILDHOOD IN OPLADENER LADEN AWO Kreisverband Leverkusen e.V.

Bahnhofstraße 21 51379 Leverkusen	Christine Rieger Phone: 02171 / 7999894 Email: opladenerladen@awo-lev.de Website: https://awoleverkusen.de/opladener-laden/
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Offers for parents and children

PRO FAMILIA

Nobelstraße 19
51373 Leverkusen

Anja Nöhre, Head of department
Phone: 0214 / 401804
Email: leverkusen@profamilia.de
Website: www.profamilia.de/leverkusen

SUPPORT IN EARLY CHILDHOOD IN DEUTSCHER KINDERSCHUTZBUND ORTSVERBAND LEVERKUSEN E.V.

Bracknellstraße 32
51379 Leverkusen

Roswitha Rheinbay
Phone: 02171 / 581478
Email: info@dksb-leverkusen.de
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

Marion Schell-Genz, Network coordination

Phone: 0214 / 406-5624
Email: marion.schell-genz@stadt.leverkusen.de

Hildegard Siegel, Network coordination

Phone: 0214 / 406-5633
Email: hildegard.siegel@stadt.leverkusen.de

Website: www.leverkusen.de/vv/produkte/FB51/Fruehe_Hilfen.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	Quettingen, Lützenkirchener Straße 169 Monday, Tuesday: 10:00 AM – 12:00 PM Wednesday, Thursday: 03:00 PM – 05:00 PM Rheindorf, Felderstraße 165 Monday, Tuesday, Thursday: 10:00 AM – 12:00 PM Wednesday: 03:00 PM – 05:00 PM Opladen, Bracknellstraße 32 Monday: 02:00 PM – 04:00 PM Friday: 10:00 AM – 12:00 PM
Target group	Families and single persons
Contact	Ms. Turkowski Phone: 02171/581478 (office) 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	Mondays: 10:30 AM – 12:00 PM
Contact	Britta Weise, Anna Ljubisic Phone: 0214/73486430 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de

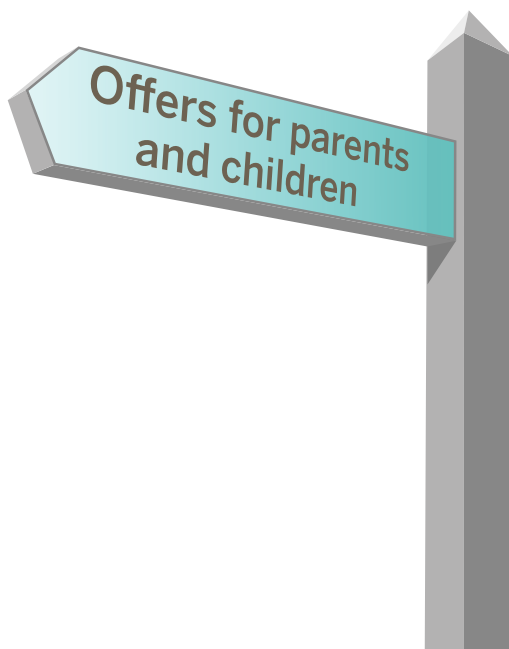
Affordable clothes, food and toys

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	U. Voß 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 occasionally 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	51373 Leverkusen-Wiesdorf Carl-Leverkus-Straße 16 Monday – Thursday: 09:00 AM – 12:00 PM Monday, Thursday: 02:00 PM – 05:00 PM Tuesday: 02:00 PM – 05:30 PM
Target group	Families and single persons
Contact	Andrea Wetzstein Phone: 0214 /85542-860 or 0214 /85542-865 Email: andrea.wetzstein@caritas-leverkusen.de Website: www.caritas-leverkusen.de



Affordable clothes, food and toys

What	<p>Non-profit food bank (Leverkusener Tafel)</p> <p>At the non-profit food bank of Leverkusen, people in need can purchase food for a small amount of currently EUR 1.50 per collection. Pick-up is limited to two times per week.</p>
Who	<p>LEVERKUSENER TAFEL E.V.</p>
Where	<p>Office of the non-profit food bank of Leverkusen: Hauptstraße 124 – 126, 51373 Leverkusen-Wiesdorf</p> <p>Issuing points exist at 7 locations in Leverkusen:</p> <p>Manfort Katholisches Pfarramt, Josefstraße 28</p> <p>.....</p> <p>Opladen (2 issuing points): Pfarrheim St. Michael, Sandstraße 33 Evangelische Freikirchliche Gemeinde Opladen, Humboldtstraße 65</p> <p>.....</p> <p>Wiesdorf Bunker, Dönhoffstraße 103</p> <p>.....</p> <p>Rheindorf Pfarrheim Heilig Kreuz, Memelstraße 13 A</p> <p>.....</p> <p>Quettingen Pfarrheim Katholische Kirche St. Maria Rosenkranzkönigin, Quettinger Straße 111</p> <p>.....</p> <p>Alkenrath Katholisches Pfarramt St. Johannes der Täufer, Graf-Galen-Platz 5</p>
Target group	<p>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.</p>
When	<p>Office hours: Tuesday, Wednesday, Thursday: 10:00 AM – 12:00 PM</p> <p>Opening hours of the issuing points can be found on the website or requested from the organization.</p>
Contact	<p>Gudrun Schramm, Board of Directors Phone: 0214 / 3102370 Email: leverkusener-tafel-ev@t-online.de Website: www.leverkusener-tafel.de</p>

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 city library in Leverkusen has its main location in Wiesdorf and branches in Opladen, Schlebusch and Steinbüchell. Various media such as books, DVDs and CDs can be borrowed or the rooms can be used for silent work, learning or reading. In some cases, PCs with internet access and free WiFi are available for use. In order to be able to use the lending service and the PC workstations, it may be necessary to obtain a library card beforehand.

HEADQUARTERS

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 – 07:00 PM
Saturday: 11:00 AM – 02:00 PM

General spare time offers and city library

BRANCHES

Opladen

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

Phone: 02171/711280

Monday: 01:00 PM – 07:00 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



Intercultural spare time offers

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

VHS LEVERKUSEN (Community College – Choir of Cultures)

Music school Friedrich-Ebert-Straße 41 51373 Leverkusen	Vera Strittmatter, Deputy Head of VHS Leverkusen Phone: 0214/406-4188 Email: info@vhs-leverkusen.de Website: www.leverkusen.de
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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
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ALKENRATHER FAMILIENTREFF (Family meeting point of Alkenrath)

Graf-Galen-Platz 9 51377 Leverkusen	Britta Weise, Anna Ljubicic Phone: 0214/73486430 Email: alfa@diakonie-leverkusen.de Website: www.diakonie-leverkusen.de
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DEUTSCHER FRAUENRING LEVERKUSEN E.V. (German Women’s Association Leverkusen e.V. – Bicycle classes for refugees and immigrant 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
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FRAUENCAFÉ INTERNATIONAL – HAUS DER INTEGRATION (Women’s Café International)

Manforter Straße 184 Entrance 3 51373 Leverkusen	Simone Strauß, Office of the Integration Council Phone: 0214/406-3367 Email: simone.strauss@stadt.leverkusen.de Website: www.leverkusen.de
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Intercultural spare time offers

CAFÉ SCHLEBUSCH

Merziger Straße 1
51375 Leverkusen

Fritzi Frank
Phone: 0214 / 85542-505
Email: fritzi.frank@caritas-leverkusen.de
Website: www.caritas-leverkusen.de
(Every 1st and 3rd Thursday of the month 06:00 – 07:30 PM)

SKF LEVERKUSEN E.V.

(Social service of the association of catholic women in Leverkusen)

Düsseldorfer Straße 2
51379 Leverkusen

Ms. Brokjans
Phone: 02171 / 49030
Email: info@skf-leverkusen.de
Website: www.skf-leverkusen.de

BEGEGNUNGSSTÄTTE "EINFACH DA"

(Meeting Place – Community service forum of the church of St. Stephanus)

Breidenbachstraße 13 – 17
51373 Leverkusen

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

KINDER- UND JUGENDHAUS (Children's and youth house – Café International for parents and children)

Windhorststraße 67 a
51373 Leverkusen

Brigitte Stauf
Phone: 0214 / 31204617
Email: KiJu.Kueppersteg@stephanus-wbk.de
Website: www.stephanus-wbk.de
Wednesday: 10:00 AM – 12:00 PM

EVANGELISCHE KIRCHENGEMEINDE LEVERKUSEN-WIESDORF

(Protestant parish of Leverkusen-Wiesdorf –
World Café and language courses with child care)

Karl-Bosch-Straße 2
51373 Leverkusen

Martina Weber
Phone: 0214 / 402321
Email: webermama@web.de

Intercultural spare time offers

AWO FAMILIENSEMINAR LEVERKUSEN (AWO Family Seminar Leverkusen)

Berliner Platz 3 51379 Leverkusen-Opladen	Bettina Rennebaum Phone: 0174 / 1732470 Email: rennebaum@awo-lev.de Website: www.familienseminar.info
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MANFORTER LADEN (Social welfare organization of the protestant church in Leverkusen)

Gustav-Heinemann-Straße 40 51377 Leverkusen	Daniela Wittwer, Dorota Kürten Phone: 0214 / 31129566 Email: manforter-laden@diakonie-leverkusen.de Website: www.manforter-laden.de
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RHEINDORFER LADEN

Königsberger Platz 14 Mietersalon, Pregelstraße 3a 51371 Leverkusen	Brendan Rau Phone: 0214 / 20609273 or 0214 / 2064240 Email: info@rheindorfer-laden.de Website: www.rheindorfer-laden.de
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FRÜHE HILFEN STEINBÜCHEL IM NACHBARSCHAFTSTREFF CARITASVERBAND LEVERKUSEN E.V. (Support in early childhood in Schlebusch / Neighborhood meeting point)

Albert-Schweitzer-Straße 9 51377 Leverkusen	Agnes Dahlem Phone: 0214 / 85542-745 Email: nachbarschaftstreff@caritas-leverkusen.de Website: www.caritas-leverkusen.de
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WIESDORFER WOHNZIMMER DES ASB (International family café “Café-Satz”, language learning café with child care)

Regional Association Bergisch Land e.V. Kleine Kirchstraße 1 – 3 51373 Leverkusen	Julius Lang, Location Manager Phone: 0214 / 2065786 Email: quartierszentrum@asb-bergisch-land.de Website: www.asb-bergisch-land.de
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ESPERANZA SCHWANGERSCHAFTSBERATUNGSSTELLE (Pregnancy counseling center – “Marhaba” open meeting place for women)

Goethestraße 3 51379 Leverkusen	Tina Gründer Phone: 02171 / 7439697 Email: esperanza@skf-leverkusen.de Website: www.skf-leverkusen.de
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Intercultural spare time offers

CARITASVERBAND LEVERKUSEN (Special Service for Integration and Migration)

Carl-Leverkus-Straße 13
51373 Leverkusen

Nicole Rösger
Phone: 0214 / 85542-600
Email: nicole.roesger@caritas-leverkusen.de

Fritzi Frank
Phone: 0214 / 85542-505
Email: fritzi.frank@caritas-leverkusen.de
Website: www.caritas-leverkusen.de

OFFENER WERKRAUM – ARTELEV (Open workroom)

Wiesdorfer Platz 61
51373 Leverkusen

Myria Stricker, Ralf Maletz
Phone: 0178 / 3557901
Email: design@myriastricker.de
Website: www.arte-lev.de/offener-werkraum/

MABUKA MÄDCHENTREFF (“MaBuKa” girls’ meeting point)

Kolberger Straße 20
51381 Leverkusen-Quettingen

Naoual Moussaoui
Phone: 02171 / 53939
Email: maedchentreff@stadt.leverkusen.de
Website: www.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:

www.jugendszene-lev.de/adressen.html

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 STATION OPLADEN

Police authority
Opladener Platz 6
51379 Leverkusen

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

POLICE STATION WIESDORF (PP KÖLN)

Police station
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: 0211/2298080
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	2019	2020
New Year's Day	January 1	January 1
Good Friday (date changes)	April 19	April 10
Easter Monday (date changes)	April 22	April 13
Labor Day	May 1	May 1
Ascension (date changes)	May 30	May 21
Whit Monday (date changes)	June 10	June 1
Corpus Christi (date changes)	June 20	June 11
German Unification Day	October 3	October 3
All Saints' Day	November 1	November 1
1 st Christmas Day	December 25	December 25
Boxing Day	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 19, 2019; April 10, 2020
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>

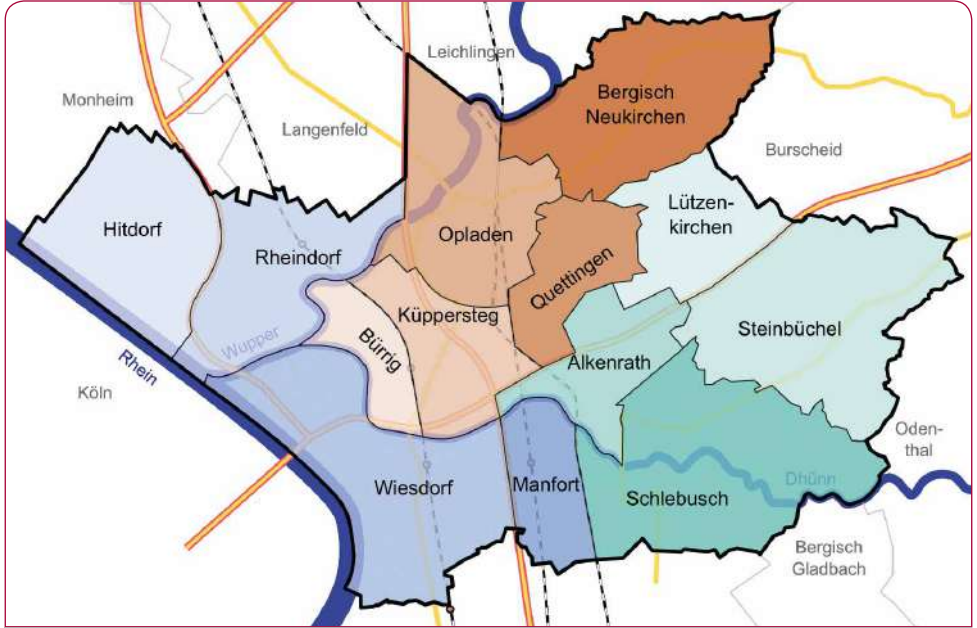
or ordered free of charge at:

<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 66](#).

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, apartment and moving, opening of a bank account

Insurances

The following website provides an overview of the German insurance system and information on important insurance companies in 10 different languages:

<https://www.laverbraucherportal.de/versicherung/krankenversicherung/international>

Moving and waste disposal

Information on rules and regulations for waste disposal and waste separation can be found in the brochure **“Ready to move into your own appartement?”** published by the Department for Citizens, Environment and Social Affairs of the City of Leverkusen. There you can also find further information on housing and neighborhood-related topics. The brochure is available in German, English, French, Arabic, Farsi and Tigrinya:

<https://integration-in-leverkusen.de/index.php/de/fluechtlinge>

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>

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www.integration-in-leverkusen.de

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