Guide to Integration in Leverkusen

Contact points · Integration offers
Advice for immigrants and refugees

Counseling · Language
Qualification · Leisure
Education
“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

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
# Table of contents

Updated guide 2019

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>1</td>
</tr>
<tr>
<td>2. First steps with authorities</td>
<td>5</td>
</tr>
<tr>
<td>3. Contact and counseling centers</td>
<td>11</td>
</tr>
<tr>
<td>• Migrants, refugees and newly arrived immigrants</td>
<td>11</td>
</tr>
<tr>
<td>• General contact points</td>
<td>16</td>
</tr>
<tr>
<td>▶ Children and adolescents</td>
<td>16</td>
</tr>
<tr>
<td>▶ Social affairs and debt</td>
<td>19</td>
</tr>
<tr>
<td>▶ Protection against violence, discrimination and radicalization</td>
<td>23</td>
</tr>
<tr>
<td>▶ Women</td>
<td>25</td>
</tr>
<tr>
<td>▶ Mental health</td>
<td>27</td>
</tr>
<tr>
<td>4. Language – Learning German in Leverkusen</td>
<td>31</td>
</tr>
<tr>
<td>• Integration and literacy courses</td>
<td>32</td>
</tr>
<tr>
<td>• Job-related German language support – DeuFöV and KomBer</td>
<td>35</td>
</tr>
<tr>
<td>• Low-threshold German language learning opportunities</td>
<td>36</td>
</tr>
<tr>
<td>5. School education and mentoring</td>
<td>38</td>
</tr>
<tr>
<td>• Childcare</td>
<td>38</td>
</tr>
<tr>
<td>• School system, school registration, recognition of foreign school qualifications</td>
<td>42</td>
</tr>
<tr>
<td>6. Vocational training, studies and labor market</td>
<td>47</td>
</tr>
<tr>
<td>• Vocational training, qualification, integration into the labor market</td>
<td>47</td>
</tr>
<tr>
<td>▶ For refugees and immigrants</td>
<td>50</td>
</tr>
<tr>
<td>▶ General professional and unemployment counseling</td>
<td>51</td>
</tr>
<tr>
<td>• Access to studies for refugees and immigrants</td>
<td>57</td>
</tr>
<tr>
<td>7. Possible services and further assistance</td>
<td>58</td>
</tr>
<tr>
<td>• According to the Asylum Seekers Benefits Act (AslybLG)</td>
<td>58</td>
</tr>
<tr>
<td>• According to SGB II, III and XII</td>
<td>59</td>
</tr>
<tr>
<td>• For families and children</td>
<td>61</td>
</tr>
<tr>
<td>• Promotion of education and training</td>
<td>63</td>
</tr>
<tr>
<td>• Other social benefits</td>
<td>65</td>
</tr>
<tr>
<td>8. Political representation and migrant self-organizations</td>
<td>67</td>
</tr>
<tr>
<td>• Integration Council Leverkusen – Political representation and migrant self-organizations</td>
<td>67</td>
</tr>
<tr>
<td>9. Family and health</td>
<td>68</td>
</tr>
<tr>
<td>• Medical care</td>
<td>68</td>
</tr>
<tr>
<td>• Offers for parents and children</td>
<td>69</td>
</tr>
<tr>
<td>• Affordable clothes, food and toys</td>
<td>72</td>
</tr>
<tr>
<td>10. Spare time and culture</td>
<td>76</td>
</tr>
<tr>
<td>• General spare time offers and city library</td>
<td>76</td>
</tr>
<tr>
<td>• Intercultural spare time offers</td>
<td>78</td>
</tr>
<tr>
<td>11. Tips for everyday life</td>
<td>82</td>
</tr>
<tr>
<td>• Emergency numbers</td>
<td>82</td>
</tr>
<tr>
<td>• Rest periods</td>
<td>84</td>
</tr>
<tr>
<td>• Mobility and road traffic</td>
<td>86</td>
</tr>
<tr>
<td>• Insurances, apartment and moving, opening of a bank account</td>
<td>88</td>
</tr>
</tbody>
</table>
1. Introduction

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

<table>
<thead>
<tr>
<th>What</th>
<th>Registration or change of residence, certifications, certificates of good conduct, registration and life certificates, information from the civil register, identity cards, passports</th>
</tr>
</thead>
</table>
| 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

<table>
<thead>
<tr>
<th>What</th>
<th>Births and deaths, marriages, civil partnerships, certificates of marital capacity, name changes, civil status certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH BÜRGER UND STRASSENVERKEHR ABTEILUNG MELDE- UND PERSONENSTANDSWESEN STANDESAMT Friedrich-Ebert-Platz 1 51373 Leverkusen</td>
</tr>
</tbody>
</table>
| 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
Miselohstraße 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
2. First steps with authorities

### Department of Social Affairs: Migration Matters

<table>
<thead>
<tr>
<th>What</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Securing livelihood, housing and social care</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Where</strong></td>
<td><strong>STADT LEVERKUSEN (City of Leverkusen)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>FACHBEREICH SOZIALES</strong></td>
</tr>
<tr>
<td></td>
<td><strong>ABTEILUNG MIGRATIONSANGELEGENHEITEN</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Miselohstraße 4</strong></td>
</tr>
<tr>
<td></td>
<td><strong>51379 Leverkusen</strong></td>
</tr>
<tr>
<td><strong>When</strong></td>
<td><strong>Securing livelihood:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Financial benefits under the asylum seekers benefits act (AsylbLG):</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Monday – Friday: 08:30 AM – 12:30 PM</strong></td>
</tr>
<tr>
<td></td>
<td><strong>or by prior appointment by telephone (entrance zone, room 036)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Housing and social care for foreign refugees:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>The relevant contact persons and office hours can be obtained by telephone or can be found on the website of the City of Leverkusen.</strong></td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td><strong>Phone:</strong> 0214/406-5001</td>
</tr>
<tr>
<td></td>
<td><strong>Fax:</strong> 0214/406-5002</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td><strong>Website:</strong> <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>

### Department of Social Affairs: Social Services

<table>
<thead>
<tr>
<th>What</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disability assistance – general information</strong></td>
<td></td>
</tr>
<tr>
<td><strong>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)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Where</strong></td>
<td><strong>STADT LEVERKUSEN (City of Leverkusen)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>FACHBEREICH SOZIALES</strong></td>
</tr>
<tr>
<td></td>
<td><strong>ABTEILUNG SOZIALE DIENSTE</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Goetheplatz 1 – 4</strong></td>
</tr>
<tr>
<td></td>
<td><strong>51379 Leverkusen</strong></td>
</tr>
<tr>
<td><strong>When</strong></td>
<td><strong>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.</strong></td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td><strong>Phone:</strong> 0214/406-5064</td>
</tr>
<tr>
<td></td>
<td><strong>Fax:</strong> 0214/406-5002</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td><strong>Website:</strong> <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>
Department of Social Affairs: Social Services

<table>
<thead>
<tr>
<th>What</th>
<th>Preventive care for the homeless</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Advice and assistance to avoid the loss of housing, mediation between tenant and landlord with the aim of maintaining housing.</td>
</tr>
<tr>
<td>Where</td>
<td>STADT LEVERKUSEN (City of Leverkusen)</td>
</tr>
<tr>
<td></td>
<td>FACHBEREICH SOZIALES – ABTEILUNG SOZIALE DIENSTE</td>
</tr>
<tr>
<td></td>
<td>Goetheplatz 1 – 4</td>
</tr>
<tr>
<td></td>
<td>51379 Leverkusen</td>
</tr>
<tr>
<td>When</td>
<td>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.</td>
</tr>
<tr>
<td>Contact</td>
<td>Phone: 0214/406-5036</td>
</tr>
<tr>
<td></td>
<td>Fax: 0214/406-5002</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>
## 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
## Migrants, refugees and newly arrived immigrants

### 3. Contact and counseling centers

<table>
<thead>
<tr>
<th>What</th>
<th>Migration counseling for adults (MBE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Information regarding integration courses, assistance in vocational integration, assistance in maintaining social benefits, counseling in questions of family reunification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR INTEGRATION UND MIGRATION (Special Service for Integration and Migration)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Where / When</th>
<th>Head office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Carl-Leverkus-Straße 13</td>
</tr>
<tr>
<td></td>
<td>51373 Leverkusen-Wiesdorf</td>
</tr>
<tr>
<td></td>
<td>Phone: 0214/85542-600</td>
</tr>
<tr>
<td></td>
<td>By arrangement</td>
</tr>
</tbody>
</table>

| | 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 |

<table>
<thead>
<tr>
<th>Target group</th>
<th>Immigrants with the prospect of permanent residence in Germany</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>Lioba Engels-Barry, Head of special service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>0214/85542-602</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:lioba.e-barry@caritas-leverkusen.de">lioba.e-barry@caritas-leverkusen.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.caritas-leverkusen.de">www.caritas-leverkusen.de</a></td>
</tr>
</tbody>
</table>
### Migrants, refugees and newly arrived immigrants

<table>
<thead>
<tr>
<th>What</th>
<th>Refugee social counseling /counseling on temporary integration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
</tr>
</tbody>
</table>

| 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 |

### Social counseling for refugees

<table>
<thead>
<tr>
<th>What</th>
<th>Social counseling for refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

| 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

<table>
<thead>
<tr>
<th>Who</th>
<th>FLÜCHTLINGSRAT LEVERKUSEN (Refugee Council Leverkusen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Kolberger Straße 95 a 51381 Leverkusen</td>
</tr>
<tr>
<td>Target group</td>
<td>Refugees, persons working full-time or on a voluntary basis in the refugee field</td>
</tr>
</tbody>
</table>
| 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

<table>
<thead>
<tr>
<th>What</th>
<th>Advice on moving out for refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>FLÜCHTLINGSRAT LEVERKUSEN (Refugee Council Leverkusen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Kolberger Straße 95 a 51381 Leverkusen</td>
</tr>
<tr>
<td>Target group</td>
<td>Refugees, persons working full-time or on a voluntary basis in the refugee field</td>
</tr>
<tr>
<td>When</td>
<td>Monday, Thursday: 10:00 AM – 06:00 PM</td>
</tr>
<tr>
<td>Contact</td>
<td>Claudia Konkel</td>
</tr>
<tr>
<td>Phone:</td>
<td>02171 / 343499</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:Fr.lev@kulturausbesserungswerk.de">Fr.lev@kulturausbesserungswerk.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.fluechtlingsrat-leverkusen.de">www.fluechtlingsrat-leverkusen.de</a></td>
</tr>
</tbody>
</table>

Helpful information on the asylum procedure and the application procedure in various languages can also be found at:
### 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, 4th 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

<table>
<thead>
<tr>
<th>What</th>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who</td>
<td>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH KINDER UND JUGEND ERZIEHUNGSHILFE – ALLGEMEINER SOZIALER DIENST (ASD)</td>
</tr>
<tr>
<td>Target group</td>
<td>Children, adolescents, young adults and their families</td>
</tr>
</tbody>
</table>
| When | Office hours:  
Tuesday: 08:30 AM – 11:00 AM  
Thursday: 03:00 PM – 06:00 PM |
| Contact/Where | **Region I (Rheindorf, Hitdorf, Küppersteg, Bürrij)**  
Jens Arand, Regional Management  
Elbestraße 23  
51371 Leverkusen  
Phone: 0214/406-5601  
Email: jens.arand@stadt.leverkusen.de  
**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  
**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  
**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 |
### General contact points

| What | 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. Advice for parents, families and educational professionals in educational matters. Consultation is free of charge and confidential |
| 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 | **Office:** 02171/581478  
**Counseling center:** Antje Lachmann, Claus Schiederich  
Phone: 02171/84242  
Email: info@dksb-leverkusen.de  
Website: www.dksb-leverkusen.de/ |

### 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
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:


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:

### General contact points

<table>
<thead>
<tr>
<th>What</th>
<th>Social affairs and debt</th>
</tr>
</thead>
</table>

#### 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.

<table>
<thead>
<tr>
<th>Who</th>
<th>ALKENRATHER FAMILIENTREFF – DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Graf-Galen-Platz 9, 51377 Leverkusen</td>
</tr>
<tr>
<td>Target group</td>
<td>People seeking help in the above-mentioned problem areas</td>
</tr>
</tbody>
</table>
| 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 |

#### Family counseling

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.

<table>
<thead>
<tr>
<th>Who</th>
<th>MANFORTER LADEN – DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Gustav-Heinemann-Straße 40, 51377 Leverkusen</td>
</tr>
<tr>
<td>Target group</td>
<td>Families /parents who have problems in various situations and need counseling or help.</td>
</tr>
</tbody>
</table>
| 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

#### What

**Mobile counseling service “Mokka Bus” – General mobile social counseling**

Support in clarifying personal and financial life situations, dealing with authorities and institutions and looking for further help

#### Who

**CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION**

(Special Service for Social and Professional Integration)

#### Where / When

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiesdorf</td>
<td>Marktplatz</td>
<td>Monday</td>
<td>10:30 AM – 12:00 PM</td>
</tr>
<tr>
<td></td>
<td>Friedrich-Ebert-Platz</td>
<td>Wednesday</td>
<td>10:30 AM – 12:00 PM</td>
</tr>
<tr>
<td>Rheindorf</td>
<td>Königsberger Platz</td>
<td>Tuesday</td>
<td>10:30 AM – 12:00 PM</td>
</tr>
<tr>
<td></td>
<td>(in front of Sparkasse)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manfort</td>
<td>Scharnhorststraße</td>
<td>Thursday</td>
<td>03:30 PM – 05:00 PM</td>
</tr>
<tr>
<td></td>
<td>(opposite Johanneskirche)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alkenrath</td>
<td>Graf-Galen-Platz</td>
<td>Monday</td>
<td>03:30 PM – 05:00 PM</td>
</tr>
<tr>
<td>Opladen</td>
<td>Bahnhofstraße</td>
<td>Thursday</td>
<td>12:00 PM – 01:30 PM</td>
</tr>
</tbody>
</table>

#### Target group

Single adults aged 18 and over seeking help and counseling in the above-mentioned problem areas

#### Contact

Jennifer Shamu, Giovanni Usai  
Phone: 0176 / 15005124 or 0214 / 85542-814  
Email: mokka@caritas-leverkusen.de  
Website: www.caritas-leverkusen.de
## 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>
<thead>
<tr>
<th>AWO Beratungsdienste GmbH</th>
<th>Rheindorfer Laden 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tannenbergstraße 66</td>
<td>Königsberger Platz 14</td>
</tr>
<tr>
<td>51373 Leverkusen</td>
<td>51371 Leverkusen</td>
</tr>
<tr>
<td><strong>Wednesday:</strong></td>
<td><strong>Thursday:</strong></td>
</tr>
<tr>
<td>10:00 AM – 12:00 PM</td>
<td>02:00 PM – 05:00 PM</td>
</tr>
</tbody>
</table>

Appointments by arrangement possible

### Contact
Mr. K. Meier, Mr. I. Napoli

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Fax:</th>
<th>Email:</th>
<th>Website:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0214 /6027456</td>
<td>0214 /62498</td>
<td><a href="mailto:sb@awo-beratung-lev.de">sb@awo-beratung-lev.de</a></td>
<td><a href="http://www.awo-beratung-lev.de">www.awo-beratung-lev.de</a></td>
</tr>
</tbody>
</table>
### Debt counseling

Sound assistance in finding a way out of debt, ways to secure a subsistence minimum, assistance with agreements with creditors, assistance with initiating consumer insolvency proceedings

**Note:**
No legal advice and no help in filling out forms. **No** loans are granted by Diakonisches Werk.

#### Who

DIAKONISCHES WERK DES EVANGELISCHEN KIRCHENkreises LEVERKUSEN  
(Social welfare organization of the protestant church in Leverkusen)

#### Where / When

**Debt counseling center**  
Pfarrer-Schmitz-Straße 9  
51373 Leverkusen

By prior arrangement only

Before showing up for open consultation, please give us a short call and announce your attendance.

**Manforter Laden (ML)**  
Gustav-Heinemann-Straße 40  
51377 Leverkusen

Consultation:
- every **1st and 3rd Tuesday** of the month  
- 10:00 AM – 12:00 PM

**Alkenrather Familientreff (AlFa)**  
Graf-Galen-Platz 9  
51377 Leverkusen

Consultation:
- **Thursday:** 02:00 PM – 04:00 PM

#### Target group

People who are looking for a way out of debt.  
The amount of debt is insignificant.

#### Contact

- **Thomas Raddatz** (Consultation AlFa)  
  Phone: 0214 / 382731  
  Email: thomas.raddatz@diakonie-leverkusen.de

- **Philipp Hackländer** (Consultation ML)  
  Phone: 0214 / 382732  
  Email: philipp.hacklaender@diakonie-leverkusen.de

3. Contact and counseling centers

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 lgbtiq* 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.
### 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**
ANTIDISKRIMINIERUNGSBÜRO (ADB) KÖLN / ÖFFENTLICHKEIT GEGEN GEWALT E.V. (ÖgG)

**Where**
Berlinstrasse 97 – 99, 51063 Köln

**Target group**
Persons who have experienced discrimination or racism

**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 / 96476300  
Email: info@oegg.de  
Website: www.oegg.de

### 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**
Berlinstrasse 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

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All anti-discrimination offices in NRW can be found at:
http://www.nrwgegendiskriminierung.de/de/
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:


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

<table>
<thead>
<tr>
<th>What</th>
<th>General initial information for women affected by violence</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>STADT LEVERKUSEN (City of Leverkusen) FRAUENBÜRO</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Where</th>
<th>Manforter Straße 184, 51373 Leverkusen, 3rd floor</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Target group</th>
<th>Women and girls in Leverkusen</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>When</th>
<th>Monday – Friday: 08.00 AM – 12.30 PM and by arrangement</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>NN, Women’s Representative of the City of Leverkusen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>0214 /406-8300</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:03@stadt.leverkusen.de">03@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.leverkusen.de/leben-in-lev/frauen/index.php">www.leverkusen.de/leben-in-lev/frauen/index.php</a></td>
</tr>
</tbody>
</table>

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.
### 3. Contact and counseling centers

#### General contact points

##### Women

### Further contact points for women:

#### FRAUENBERATUNGSSTELLE LEVERKUSEN E.V.
(Focus: Domestic violence, separation and divorce)

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birkenbergstraße 35</td>
<td>02171/28320</td>
<td><a href="mailto:kontakt@frauenberatungsstelle-leverkusen.de">kontakt@frauenberatungsstelle-leverkusen.de</a></td>
<td><a href="http://www.frauenberatungsstelle-leverkusen.de">www.frauenberatungsstelle-leverkusen.de</a></td>
</tr>
<tr>
<td>51379 Leverkusen</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damaschkestraße 53</td>
<td>0214/2061598</td>
<td><a href="mailto:info@frauennotruf-lev.de">info@frauennotruf-lev.de</a></td>
<td><a href="http://www.frauennotruf-lev.de">www.frauennotruf-lev.de</a></td>
</tr>
<tr>
<td>51373 Leverkusen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Interpreters will be called in if required.)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### FRAUEN HELFEN FRAUEN E. V.
FRAUENHAUS LEVERKUSEN (Protection facility for women)

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postfach 100433 (P.O. Box 100433)</td>
<td>0214/49408</td>
<td><a href="mailto:frauen.helfen.frauen.lev@t-online.de">frauen.helfen.frauen.lev@t-online.de</a></td>
<td><a href="http://www.frauenhaus-leverkusen.de">www.frauenhaus-leverkusen.de</a></td>
</tr>
<tr>
<td>51304 Leverkusen</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goethestraße 3</td>
<td>02171/4903-0</td>
<td><a href="mailto:esperanza@skf-leverkusen.de">esperanza@skf-leverkusen.de</a></td>
<td><a href="http://www.skf-leverkusen.de">www.skf-leverkusen.de</a></td>
</tr>
<tr>
<td>51379 Leverkusen</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nobelstraße 19</td>
<td>0214/401804</td>
<td><a href="mailto:leerkusen@profamilia.de">leerkusen@profamilia.de</a></td>
<td><a href="http://www.profamilia.de/leverkusen">www.profamilia.de/leverkusen</a></td>
</tr>
<tr>
<td>51373 Leverkusen</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### General contact points

#### 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

| What | Educational counseling center  
| Educational counseling center Information and support concerning all matters of family and upbringing |
| 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:  
| 08:30 AM – 12:30 PM  
| Thursday:  
| 04:00 PM – 06:00 PM (only for professionals) |
| Contact | Gina Miranda, Administrative office  
| Bettina Kampmann, Administrative office  
| Website: www.leverkusen.de |
| Phone: 0214/406-5231  
| Phone: 0214/406-5201 |

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.

### SeeleFon for refugees

**What**
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

### SeeleFon – Low-threshold self-help counseling on mental illnesses

**What**
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**  
Initial meetings take place during **consultation:**
- Monday, Wednesday: 10:00 AM – 12:00 PM
- Thursday: 04:00 PM – 06:00 PM

**Consultation for people aged 60 and over:**
- Friday: 10:00 AM – 12:00 PM

**“jetzt.du” – consultation for adolescents aged 15 – 25:**
- Tuesday: 01:00 PM – 03:00 PM

**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

A short telephone registration for consultation is required.

**Contact**  
Phone: 0214/8333-22
Email: spa@spzleverkusen.de
Website: www.spzleverkusen.de
### General contact points

#### Mental health

<table>
<thead>
<tr>
<th>What</th>
<th>Psychosocial online counseling</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is an online offer only. Consultations are possible in 11 different languages:</td>
<td></td>
</tr>
<tr>
<td>German, English, French, Spanish, Dari, Pashtu, Russian, Turkish, Ukrainian, Arabic and Farsi</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>IPSO E-CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Online offer</td>
</tr>
<tr>
<td>Target group</td>
<td>People seeking psychological help and/or psychosocial counseling</td>
</tr>
<tr>
<td>Contact</td>
<td>Website: <a href="http://www.ipso-ecare.com/home-14.html">www.ipso-ecare.com/home-14.html</a></td>
</tr>
</tbody>
</table>

### 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](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
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

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**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

<table>
<thead>
<tr>
<th>What</th>
<th>Integration courses and language counseling</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What</strong></td>
<td>Freely advertised intensive, evening and special courses, German examinations of levels A1 to C1. Naturalization tests. Participation is only possible after personal consultation.</td>
</tr>
<tr>
<td><strong>Who</strong></td>
<td>VHS LEVERKUSEN</td>
</tr>
<tr>
<td><strong>Where</strong></td>
<td>Forum / Am Büchelter Hof 9 51373 Leverkusen</td>
</tr>
<tr>
<td><strong>Target group</strong></td>
<td>Migrants, refugees and immigrants</td>
</tr>
</tbody>
</table>
| **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 |

<table>
<thead>
<tr>
<th>What</th>
<th>Integration courses, parent and general courses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What</strong></td>
<td>There is childcare available during parents’ courses.</td>
</tr>
<tr>
<td><strong>Who</strong></td>
<td>IGL INSTITUT FÜR GANZHEITLICHES LERNEN HENRICH &amp; HEYDER GMBH</td>
</tr>
<tr>
<td><strong>Where</strong></td>
<td>Kunstfeldstraße 26 51377 Leverkusen</td>
</tr>
<tr>
<td><strong>Target group</strong></td>
<td>Migrants, refugees and immigrants</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>Information on course times can be requested from the institute.</td>
</tr>
</tbody>
</table>
| **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**

**General integration courses, integration courses for adolescents, literacy courses**

Job-related German courses (A2 to C1), language counseling, language exams, as well as vocational retraining and qualifications in combination with language support. Language consultation can be conducted in different languages.

**Who**

**EURO-SCHULEN RHEINLAND GMBH**

**Where**

Bahnhofstraße 3, 51379 Leverkusen

**Target group**

Migrants, refugees and immigrants

**When**

Course times can be requested from the institute.

Opening hours:
- Monday – Thursday: 09:00 AM – 04:00 PM
- Friday: 09:00 AM – 12:00 PM

**Contact**

Mr. Pascu, Team lead administration

Phone: 02171/4047320

Email: leverkusen@eso.de

Website: www.eso.de/leverkusen

Language consultations can be held in Arabic, English, Kurdish, Dutch, Polish, Romanian, Bulgarian, Serbian and Russian.

**What**

**Integration courses and integration courses with literacy courses**

**Who**

**ZIB – ZENTRUM FÜR INTEGRATION UND BILDUNG GMBH**

**Where**

Karl-Ulitzka-Straße 9, 51373 Leverkusen

**Target group**

Migrants, refugees and immigrants

**When**

Morning courses: 08:30 AM – 11:45 AM

Afternoon courses: 12:15 AM – 03:30 AM

Opening hours:
- Monday – Thursday: 08:00 AM – 01:00 PM
- Friday: 08:00 AM – 12:00 PM

Accessibility by telephone: Monday – Friday: 08:00 AM – 04:30 PM

**Contact**

Elena Bräuning (Site management), Helena Heitzer (Administrative office)

Phone: 0214/5004751-23

Email: braeuning@zib-online.net / heitzer@zib-online.net

Website: www.zib-online.net
## Integration and literacy courses

| What | Integration courses, language counseling and placement  
German courses in Manfort and Schlebusch at levels A1, A2 and Alpha |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Who</td>
<td>KATHOLISCHES BILDUNGSWERK LEVERKUSEN</td>
</tr>
</tbody>
</table>
| 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 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Who</td>
<td>WIRTSCHAFTSAKADEMIE KÜSTER GMBH</td>
</tr>
<tr>
<td>Where</td>
<td>Friedrich-Ebert-Straße 13 b, 51373 Leverkusen</td>
</tr>
<tr>
<td>Target group</td>
<td>Migrants, refugees and immigrants</td>
</tr>
</tbody>
</table>
| 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-kuster.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 GMBH (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](http://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](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.
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
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:


and in the free **parenting book “Kinder ganz stark” (“Very strong children”):**


**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.

## Childcare

<table>
<thead>
<tr>
<th>What</th>
<th>For child day-care, consultation is as follows:</th>
</tr>
</thead>
</table>
| 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 | **For Rheindorf, Hitdorf, Bürrig, Küppersteg, Wiesdorf**  
          | Sonja Kürten  
          | Phone: 0214/406-5230  
          | Email: sonja.kuerten@stadt.leverkusen.de |
|         | **For Schlebusch, Alkenrath, Manfort, Mathildenhof, Steinbüchel, Bergisch Neukirchen**  
          | Ursula Maier  
          | Phone: 0214/406-5145  
          | Email: ursula.maier@stadt.leverkusen.de |
|         | **For Opladen, Quettingen, Lützenkirchen**  
          | Nadine Risse  
          | Phone: 0214/406-5244  
          | Email: nadine.risse@stadt.leverkusen.de |
|         | Website: www.leverkusen.de |
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.

### Legal entitlement to a spot in a day-care facility

<table>
<thead>
<tr>
<th>What</th>
<th></th>
</tr>
</thead>
</table>
| **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 |
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.

### Day-care group “Weltenbummler”

<table>
<thead>
<tr>
<th>What</th>
<th></th>
</tr>
</thead>
</table>
| **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.

### Day-care group Clara-Fey

<table>
<thead>
<tr>
<th>What</th>
<th></th>
</tr>
</thead>
</table>
| **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

<table>
<thead>
<tr>
<th>Jgst. (Year)</th>
<th>Gymnasiale Oberstufe (Upper secondary school)</th>
<th>Jgst. (Year)</th>
<th>Berufskolleg (Vocational college)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q 2</td>
<td>am Gymnasium (at the preparatory high school)</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Q 1</td>
<td>an der Gesamtschule (at the comprehensive school)</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Eph</td>
<td></td>
<td>11</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gymnasium (Preparatory high school)</th>
<th>Gesamtschule (Comprehensive school)</th>
<th>Sekundarschule (Secondary school)</th>
<th>Realschule (Secondary school, mid-level)</th>
<th>Hauptschule (Secondary school, lowest level)</th>
<th>Förderschule (Special school)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q 1</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Eph</td>
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<table>
<thead>
<tr>
<th>Primarstufe (Primary level)</th>
<th>Grundschule (Elementary school)</th>
<th>Förderschule (Special school)</th>
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</thead>
<tbody>
<tr>
<td>4</td>
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(Image source: https://www.schulministerium.nrw.de/docs/Schulsystem/Schulformen/)
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/bp/Schueler/Beruf-und-Studium/Studienorientierung/Hochschulzugang/index.html;
https://www.mkw.nrw/studium/bewerben/studieren-ohne-abitur/?L=0_)
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.
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/Abschlüsse/Anerkennung/

and the Cologne District Government:


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:


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/Zeugnisanerkennung.html
Support from 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.anerkennungsbegleitung-nrw.de more information on the process and the project can be found.

Volunteer recognition guides for the City of Leverkusen:

Fatma Kisikyol
Mesopotamisches Jugend- und Kulturhaus e.V. (Mesopotamian Youth and Culture House e.V.)
Phone: 0214/406-3366 (Office of the Integration Council Leverkusen)
Email: mes.juku10@googlemail.com
Languages: German, Turkish, Kurdish

Ismalj Memishi
Albanischer Kulturverein e.V. (Albanian Cultural Association e.V.)
Phone: 0176/49310485
Email: i-memishi@hotmail.com
Languages: German, Albanian

Serkan Kaygısız
Türkischer Elternverein e.V. (Turkish Parents’ Association e.V.)
Phone: 0174/3089920
Email: serkan35m@yahoo.com
Languages: German, Turkish

Bella Buchner
Nasch Dwor – Unser Hof e.V.
Phone: 0172/2000641
Email: bbbella20@gmail.com
Languages: German, Russian, Ukrainian
The 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 (Referenzeruf), 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 an 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
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.anerkennung-in-Deutschland.de)

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

- [www.anabin.kmk.org/anabin.html](http://www.anabin.kmk.org/anabin.html)
- [www.bq-portal.de](http://www.bq-portal.de)

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Vocational training, qualification, integration into the labor market
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)  Ms. Korkmaz (Ü24/Alp – Hus)
Phone: 0214/8339-671  Phone: 0214/8339-716

Ms. Salumova (Ü24/Hut – No)  Ms. Klesper (Ü24/Np – Zz)
Phone: 0214/8339-717  Phone: 0214/8339-718

Mr. Wiedemann (U25/A – Amh)  Ms. Boumaiza (U25/Ami – Nab)
Phone: 0214/8339-544  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)  Ms. Klatt (A – Ham)
Phone: 0214/8339-463  Phone: 0214/8339-714

Mr. Tairi (Han – Z)  Ms. Sai (Han – Z)
Phone: 0214/8339-713  Phone: 0214/8339-712

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

<table>
<thead>
<tr>
<th>What</th>
<th>General professional and unemployment counseling</th>
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<tbody>
<tr>
<td></td>
<td><strong>For refugees and immigrants</strong></td>
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<table>
<thead>
<tr>
<th><strong>AGENTUR FÜR ARBEIT – INTEGRATION POINT LEVERKUSEN</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Heinrich-von-Stephan-Straße 6 a, 51373 Leverkusen</td>
</tr>
<tr>
<td>Ms. Stinn</td>
</tr>
<tr>
<td>Phone: 02202 / 9333-134</td>
</tr>
<tr>
<td>Ms. Mathieu-Herrmann</td>
</tr>
<tr>
<td>Phone: 0214 / 8339-123</td>
</tr>
<tr>
<td>Email: <a href="mailto:BergischGladbach.Fluechtlinge@arbeitsagentur.de">BergischGladbach.Fluechtlinge@arbeitsagentur.de</a></td>
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<table>
<thead>
<tr>
<th><strong>Who</strong></th>
<th><strong>AGENTUR FÜR ARBEIT (Federal Employment Agency)</strong></th>
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<tbody>
<tr>
<td><strong>Where</strong></td>
<td>Heinrich-von-Stephan-Straße 18 51373 Leverkusen</td>
</tr>
<tr>
<td><strong>Target group</strong></td>
<td>Students of all types of schools, apprentices – all persons who are seeking vocational training for the first time</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>By prior arrangement. Can be reached by telephone in the time from: 08:00 AM – 06:00 PM</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Phone: 0800 / 4555500</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:berufsberatung.151@arbeitsagentur.de">berufsberatung.151@arbeitsagentur.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.arbeitsagentur.de">www.arbeitsagentur.de</a></td>
</tr>
<tr>
<td></td>
<td>Consultation appointments can also be made online at <a href="http://www.arbeitsagentur.de">www.arbeitsagentur.de</a> / beratungswunsch.</td>
</tr>
<tr>
<td></td>
<td>For questions on securing a livelihood: 0214 / 8339 475</td>
</tr>
<tr>
<td></td>
<td>Questions on job search: 0214 / 8339 585</td>
</tr>
</tbody>
</table>
### 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](http://www.ojb-leverkusen.de/service)
### General professional and unemployment counseling

#### 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

<table>
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<tr>
<th>Phone:</th>
<th>0214 / 85542-610</th>
</tr>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:maximilian.john@caritas-leverkusen.de">maximilian.john@caritas-leverkusen.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.caritas-leverkusen.de">www.caritas-leverkusen.de</a></td>
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</table>
In the women’s representative office (Frauenbüro) of the City of Leverkusen there is the possibility for orientation counseling regarding professional re-entry.

**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.

<table>
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<tr>
<th>Who</th>
<th>STADT LEVERKUSEN (City of Leverkusen) FRAUENBÜRO</th>
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<tbody>
<tr>
<td>Where</td>
<td>Manforter Straße 184 51373 Leverkusen 2nd floor</td>
</tr>
<tr>
<td>Target group</td>
<td>Women living in Leverkusen</td>
</tr>
<tr>
<td>When</td>
<td>Monday – Friday by agreement by phone</td>
</tr>
<tr>
<td>Contact</td>
<td>Antje Winterscheidt, Coordinator NetzwerkW(iedereinstieg) Leverkusen</td>
</tr>
<tr>
<td></td>
<td>Phone: 0214/406-8304 Email: <a href="mailto:antje.winterscheidt@stadt.leverkusen.de">antje.winterscheidt@stadt.leverkusen.de</a> Website: <a href="http://www.netzwerkW-leverkusen.de">www.netzwerkW-leverkusen.de</a></td>
</tr>
</tbody>
</table>

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 unemployment counseling

**What**

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.

<table>
<thead>
<tr>
<th>Who</th>
<th>DIAKONISCHES WERK DES EV. KIRCHENKREISES LEVERKUSEN (Social welfare organization of the protestant church in Leverkusen)</th>
</tr>
</thead>
</table>
| 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 |
## Low-threshold initial information and first point of contact for unemployed persons
Information regarding questions on ALG II, ALG I, social assistance, job insecurity, problems with authorities and employers

**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

### Who
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.)

### Where
Arbeitslosenzentrum & mehr
Schulstraße 5
51373 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 reduced earning capacity

### When
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<th>Day</th>
<th>Time</th>
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<tbody>
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<td>Monday</td>
<td>09:00 AM – 04:00 PM</td>
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<tr>
<td>Tuesday</td>
<td>09:00 AM – 03:00 PM</td>
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<tr>
<td>Wednesday</td>
<td>10:00 AM – 03:00 PM</td>
</tr>
<tr>
<td>Thursday</td>
<td>09:00 AM – 04:00 PM</td>
</tr>
<tr>
<td>Friday</td>
<td>09:00 AM – 02:00 PM</td>
</tr>
</tbody>
</table>

### Contact
Carola Voß,
Head of Unemployment Counseling and Unemployment Center
Phone: 0214 /73489852
Email: carola.voss@diakonie-leverkusen.de
Website: www.diakonie-leverkusen.de
## Access to studies for refugees and immigrants

<table>
<thead>
<tr>
<th><strong>What</strong></th>
<th><strong>Student counseling for refugees</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Who</strong></th>
<th><strong>STUDENT COUNSELING OFFICES, INTERNATIONAL OFFICES AT THE VARIOUS UNIVERSITIES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>interested parties may obtain information about the contact persons at the universities in NRW.</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Where</strong></th>
<th>Depending on the respective university</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Target group</strong></th>
<th>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</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>When</strong></th>
<th>Depending on the respective university</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>Contact</strong></th>
<th>Website: <a href="http://www.refugee-students-service.nrw.de">www.refugee-students-service.nrw.de</a></th>
</tr>
</thead>
</table>

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)

<table>
<thead>
<tr>
<th>What</th>
<th>Benefits under the Asylum Seekers Benefits Act (Asylbewerberleistungsgesetz)</th>
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<tbody>
<tr>
<td></td>
<td>Asylum seekers may be entitled to financial benefits under the Asylum Seekers</td>
</tr>
<tr>
<td></td>
<td>Benefits Act. These are available at the Department of Social Affairs of the</td>
</tr>
<tr>
<td></td>
<td>City of Leverkusen (Fachbereich Soziales).</td>
</tr>
<tr>
<td>Who</td>
<td>STADT LEVERKUSEN (City of Leverkusen)</td>
</tr>
<tr>
<td></td>
<td>FACHBEREICH SOZIALES</td>
</tr>
<tr>
<td></td>
<td>ABTEILUNG MIGRATIONSANGELEGENHEITEN</td>
</tr>
<tr>
<td>Where</td>
<td>Miselohstraße 4</td>
</tr>
<tr>
<td></td>
<td>51379 Leverkusen</td>
</tr>
<tr>
<td></td>
<td>Entrance zone, room 036</td>
</tr>
<tr>
<td>Target group</td>
<td>Foreigners who actually reside in Germany and meet the eligibility</td>
</tr>
<tr>
<td></td>
<td>requirements. You can get information on the requirements on the website of</td>
</tr>
<tr>
<td></td>
<td>the City of Leverkusen.</td>
</tr>
<tr>
<td>When</td>
<td>Opening hours: Monday – Friday: 08:30 AM – 12:30 PM</td>
</tr>
<tr>
<td></td>
<td>or by prior arrangement by phone</td>
</tr>
<tr>
<td>Contact</td>
<td>Phone: 0214/406-5001</td>
</tr>
<tr>
<td></td>
<td>Fax: 0214/406-5002</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>
## According to SGB II, III and XII

### What

<table>
<thead>
<tr>
<th>Unemployment benefit I pursuant to SGB III (Arbeitslosengeld I – SGB III)</th>
</tr>
</thead>
</table>

### 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

<table>
<thead>
<tr>
<th>What</th>
<th>Unemployment benefit II pursuant to SGB II (Arbeitslosengeld II nach SGB II)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Who</strong></td>
<td>JOBCENTER ARBEIT UND GRUNDSICHERUNG LEVERKUSEN (SGB II)</td>
</tr>
<tr>
<td><strong>Recognized refugees</strong> are requested to contact the <strong>Integration Point</strong> responsible for benefits under SGB II (see p. 50/51). All others should contact the <strong>Jobcenter AGL</strong>.</td>
<td></td>
</tr>
<tr>
<td><strong>Where</strong></td>
<td>Heinrich-von-Stephan-Straße 6 a, 51373 Leverkusen</td>
</tr>
<tr>
<td><strong>Target group</strong></td>
<td>Persons who are able to work and who are entitled to unemployment benefit II pursuant to SGB II (“Hartz IV”)</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>Appointment required</td>
</tr>
</tbody>
</table>
| **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 |

<table>
<thead>
<tr>
<th>What</th>
<th>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)</th>
</tr>
</thead>
</table>
| **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

<table>
<thead>
<tr>
<th>What</th>
<th>Child benefit (Kindergeld) and children’s allowance (Kinderzuschlag)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>FAMILIENKASSE NORDRHEIN-WESTFALEN WEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Mailing address: Familienkasse Nordrhein-Westfalen West 50574 Köln</td>
</tr>
<tr>
<td></td>
<td>Street address: Familienkasse Nordrhein-Westfalen West An der Gohrsmühle 25 51465 Bergisch Gladbach</td>
</tr>
<tr>
<td>Target group</td>
<td>Families / single persons with one or more children</td>
</tr>
<tr>
<td>When</td>
<td>Monday, Tuesday: 07:30 AM – 12:30 PMThursday: 07:30 AM – 06:00 PM</td>
</tr>
<tr>
<td>Contact</td>
<td>For questions about child benefit and children’s allowance:</td>
</tr>
<tr>
<td></td>
<td>Phone: 0800 /4555530</td>
</tr>
<tr>
<td></td>
<td>Availability: Monday – Friday: 08:00 AM – 06:00 PM</td>
</tr>
<tr>
<td></td>
<td>Email: Familienkasse-Nordrhein-Westfalen-West @arbeitsagentur.de</td>
</tr>
<tr>
<td></td>
<td>Announcement service regarding payment dates (24/7):</td>
</tr>
<tr>
<td></td>
<td>Phone: 0800 /4555533</td>
</tr>
</tbody>
</table>
### For families and children

<table>
<thead>
<tr>
<th>What</th>
<th>Education and participation package (Bildungs- und Teilhabepaket – BuT)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE LEISTUNGEN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Where Goetheplatz 1 – 4, 51379 Leverkusen</td>
</tr>
<tr>
<td></td>
<td>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)</td>
</tr>
<tr>
<td></td>
<td>When Opening hours: Monday: 02:00 PM – 04:00 PM Wednesday, Friday: 08:30 AM – 12:30 PM</td>
</tr>
<tr>
<td></td>
<td>Contact Phone: 0214 /406-5001 Fax: 0214 /406-5002 Email: <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a> Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What</th>
<th>Parental allowance (Elterngeld)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES – ABTEILUNG SOZIALE DIENSTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Where Goetheplatz 1 – 4, 51379 Leverkusen, first floor, room 021</td>
</tr>
<tr>
<td></td>
<td>Target group Parents who have recently had a child</td>
</tr>
<tr>
<td></td>
<td>When Opening hours: Monday, Wednesday: 08:30 AM – 12:30 PM Thursday: 02:00 PM – 06:00 PM</td>
</tr>
<tr>
<td></td>
<td>Contact Phone: 0214 /406-5030 Email: <a href="mailto:elterngeld@stadt.leverkusen.de">elterngeld@stadt.leverkusen.de</a> Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>
# 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 GERICHTSWESEN 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 J – Q** Carolin Frech Room 509 Phone: 0214/406-5138 Email: 513.frech@stadt.leverkusen.de **Letters R – Z** Isabel Hellmich Room 508 Phone: 0214/406-5131 Email: 513.hellmich@stadt.leverkusen.de |
# Promotion of education and training

<table>
<thead>
<tr>
<th>What</th>
<th>Vocational training allowance (Berufsausbildungsbeihilfe – BAB)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vocational training allowance can be granted during vocational training after application if</td>
</tr>
<tr>
<td></td>
<td>• it is the first vocational training,</td>
</tr>
<tr>
<td></td>
<td>• it is not a school education, and</td>
</tr>
<tr>
<td></td>
<td>• if the adolescent no longer lives in the parents’ household.</td>
</tr>
<tr>
<td></td>
<td>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).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>AGENTUR FÜR ARBEIT (Federal Employment Agency)</th>
</tr>
</thead>
</table>
| 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

### Housing allowance (Wohngeld)

**What**
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**
Miselohstraße 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

### Certificate of eligibility to public housing (Wohnberechtigungsschein – WBS)

**What**
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**
Miselohstraße 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

**“MobilPass” — mobility passport for using public transportation**

A mobility passport ("MobilPass") can be issued if benefits are received in accordance with SGB II ("Hartz IV"), SGB XII social benefits (Sozialhilfe), the Asylum Seekers Benefits Act (AsylbLG), the War Victims Welfare Act or a reduced earning capacity pension in conjunction with social benefits. With the MobilPass a 4-ticket combo and monthly tickets can be bought at a discounted rate.

<table>
<thead>
<tr>
<th>What</th>
<th>“MobilPass” — mobility passport for using public transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A mobility passport (&quot;MobilPass&quot;) can be issued if benefits</td>
</tr>
<tr>
<td></td>
<td>are received in accordance with SGB II (&quot;Hartz IV&quot;), SGB XII</td>
</tr>
<tr>
<td></td>
<td>social benefits (Sozialhilfe), the Asylum Seekers Benefits</td>
</tr>
<tr>
<td></td>
<td>Act (AsylbLG), the War Victims Welfare Act or a reduced</td>
</tr>
<tr>
<td></td>
<td>earning capacity pension in conjunction with social benefits.</td>
</tr>
<tr>
<td></td>
<td>With the MobilPass a 4-ticket combo and monthly tickets can</td>
</tr>
<tr>
<td></td>
<td>be bought at a discounted rate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>STADT LEVERKUSEN (City of Leverkusen) FACHBEREICH SOZIALES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ABTEILUNG ZENTRALE AUFGABEN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where</th>
<th>Information about issuing offices of the MobilPass can be</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>obtained under the phone number: 0214 /406-5001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target group</th>
<th>Persons who receive the above benefits and would like</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>to apply for a MobilPass</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When</th>
<th>Information about opening hours of the issuing office can</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>be obtained by calling 0214 /406-5001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>Gesualda-Giovanna Maddiona</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Phone: 0214 /406-5001</td>
</tr>
<tr>
<td></td>
<td>Fax: 0214 /406-5002</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:50@stadt.leverkusen.de">50@stadt.leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>

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.
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:

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.

---

**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

---

<table>
<thead>
<tr>
<th>What</th>
<th>In cooperation with pronovaBKK, the city of Leverkusen offers presentations on healthcare for persons with a migration background:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Healthcare presentation</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

| Who | STADT LEVERKUSEN (City of Leverkusen)  
DEZERNAT FÜR BÜRGER, UMWELT UND SOZIALES GESUNDHEITSPLANUNG |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Where/When</td>
<td>By arrangement</td>
</tr>
<tr>
<td>Target group</td>
<td>Interested persons with a migration background</td>
</tr>
</tbody>
</table>
| 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.”
9. Family and 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:


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:


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.

9. Family and health

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

SUPPORT IN EARLY CHILDHOOD STEINBÜCHEL IM NACHBARSCHAFTSTREFF
Caritasverband Leverkusen e.V
Albert-Schweitzer-Straße 9
51377 Leverkusen
Agnes Dahlem
Phone: 0214/85542-745
Email: nachbarschaftstreff@caritas-leverkusen.de
Website: www.caritas-leverkusen.de

SUPPORT IN EARLY CHILDHOOD IN ALKENRATHER FAMILIENTREFF
Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.
Graf-Galen-Platz 9
51377 Leverkusen
Britta Weise, Anna Ljubisic
Phone: 0214/73486430
Email: alfa@diakonie-leverkusen.de
Website: www.diakonie-leverkusen.de

SUPPORT IN EARLY CHILDHOOD IN MANFORTER LADEN
Diakonisches Werk des ev. Kirchenkreises Leverkusen e.V.
Gustav-Heinemann-Straße 40
51377 Leverkusen
Daniela Wittwer, Dorota Kürten, Magdalena Misenka
Phone: 0214/311-29566
Email: daniela.wittwer@diakonie-leverkusen.de
dorota.kuerten@diakonie-leverkusen.de
Website: www.diakonie-leverkusen.de

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/
## Offers for parents and children

### PRO FAMILIA

<table>
<thead>
<tr>
<th>Nobelstraße 19</th>
<th>Anja Nöhre, Head of department</th>
</tr>
</thead>
<tbody>
<tr>
<td>51373 Leverkusen</td>
<td>Phone: 0214/401804</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:leverkusen@profamilia.de">leverkusen@profamilia.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.profamilia.de/leverkusen">www.profamilia.de/leverkusen</a></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Bracknellstraße 32</th>
<th>Roswitha Rheinbay</th>
</tr>
</thead>
<tbody>
<tr>
<td>51379 Leverkusen</td>
<td>Phone: 02171/581478</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@dksb-leverkusen.de">info@dksb-leverkusen.de</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.dksb-leverkusen.de">www.dksb-leverkusen.de</a></td>
</tr>
</tbody>
</table>

### 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

<table>
<thead>
<tr>
<th>Phone: 0214/406-5624</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:marion.schell-genz@stadt.leverkusen.de">marion.schell-genz@stadt.leverkusen.de</a></td>
</tr>
</tbody>
</table>

Hildegard Siegel, Network coordination

<table>
<thead>
<tr>
<th>Phone: 0214/406-5633</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:hildegard.siegel@stadt.leverkusen.de">hildegard.siegel@stadt.leverkusen.de</a></td>
</tr>
</tbody>
</table>

Website: www.leverkusen.de/vv/produkte/FB51/Fruehe_Hilfen.php
# Affordable clothes, food and toys

<table>
<thead>
<tr>
<th>What</th>
<th>Non-profit organization distributing children’s clothing at no cost/low cost (Kinder-Kleider-Kiste)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pants, shirts, blouses, skirts, shoes, strollers, cribs, books and games, etc. at reasonable prices</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>DEUTSCHER KINDERSCHUTZBUND ORTSVERBAND LEVERKUSEN E.V. (German Child Protection Association Leverkusen e.V.)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Where/When</th>
<th>Quettingen, Lützenkirchener Straße 169</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday:</td>
<td>10:00 AM – 12:00 PM</td>
</tr>
<tr>
<td>Wednesday, Thursday:</td>
<td>03:00 PM – 05:00 PM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where/When</th>
<th>Rheindorf, Felderstraße 165</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Thursday:</td>
<td>10:00 AM – 12:00 PM</td>
</tr>
<tr>
<td>Wednesday:</td>
<td>03:00 PM – 05:00 PM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where/When</th>
<th>Opladen, Bracknellstraße 32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday:</td>
<td>02:00 PM – 04:00 PM</td>
</tr>
<tr>
<td>Friday:</td>
<td>10:00 AM – 12:00 PM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target group</th>
<th>Families and single persons</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>Ms. Turkowski</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>02171/581478 (office)</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@dksb-leverkusen.de">info@dksb-leverkusen.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.dksb-leverkusen.de">www.dksb-leverkusen.de</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What</th>
<th>Non-profit organization distributing clothes at no cost/low cost (Kleiderkammer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diakonisches Werk des Evangelischen Kirchenkreises Leverkusen (Social welfare organization of the protestant church in Leverkusen)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who</th>
<th>ALKENRATHER FAMILIENENTREFF</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Where</th>
<th>Graf-Galen-Platz 9, 51377 Leverkusen</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Target group</th>
<th>Families (clothing up to size 122)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>When</th>
<th>Mondays: 10:30 AM – 12:00 PM</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>Britta Weise, Anna Ljubisic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>0214/73486430</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:alfa@diakonie-leverkusen.de">alfa@diakonie-leverkusen.de</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.diakonie-leverkusen.de">www.diakonie-leverkusen.de</a></td>
</tr>
</tbody>
</table>
## 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

<table>
<thead>
<tr>
<th>What</th>
<th>Non-profit organization distributing clothes at no cost / low cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clothing, shoes and occasionally other articles of daily use such as umbrellas or bags</td>
</tr>
<tr>
<td>Who</td>
<td>CARITASVERBAND LEVERKUSEN E.V. FACHDIENST FÜR SOZIALE UND BERUFLICHE INTEGRATION (Special Service for Social and Professional Integration)</td>
</tr>
</tbody>
</table>
| 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 |
## Non-profit food bank (Leverkusener Tafel)

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.

### Who

**LEVERKUSENER TAFEL E.V.**

### Where

Office of the non-profit food bank of Leverkusen: Hauptstraße 124 – 126, 51373 Leverkusen-Wiesdorf

**Issuing points exist at 7 locations in Leverkusen:**

- **Manfort**
  Katholisches Pfarramt, Josefstraße 28

- **Opladen (2 issuing points):**
  Pfarrheim St. Michael, Sandstraße 33
  Evangelische Freikirchliche Gemeinde Opladen, Humboldtstraße 65

- **Wiesdorf**
  Bunker, Dönhoffstraße 103

- **Rheindorf**
  Pfarrheim Heilig Kreuz, Memelstraße 13 A

- **Quettingen**
  Pfarrheim Katholische Kirche St. Maria Rosenkranzkönigin,
  Quettinger Straße 111

- **Alkenrath**
  Katholisches Pfarramt St. Johannes der Täufer, Graf-Galen-Platz 5

### Target group

Food is supplied to owners of a valid food bank-ID card, which can be applied for in the office on Hauptstrasse. This requires a registration certificate from the City of Leverkusen (**Meldebescheinigung**), a valid identity document and proof of being in need.

### When

**Office hours:**
Tuesday, Wednesday, Thursday: 10:00 AM – 12:00 PM

**Opening hours of the issuing points** can be found on the website or requested from the organization.

### Contact

Gudrun Schramm, Board of Directors
Phone: 0214/3102370
Email: leverkusener-tafel-ev@t-online.de
Website: www.leverkusener-tafel.de
10. Spare time and culture

General spare time offers and city library

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


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)**

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Music school</td>
<td>Vera Strittmatter, Deputy Head of VHS Leverkusen</td>
</tr>
<tr>
<td>Friedrich-Ebert-Straße 41, 51373 Leverkusen</td>
<td>Phone: 0214/406-4188, Email: <a href="mailto:info@vhs-leverkusen.de">info@vhs-leverkusen.de</a>, Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal cinema at Forum Filmstudio</td>
<td>Ute Mader</td>
</tr>
<tr>
<td>Am Büchelter Hof 9, 51373 Leverkusen</td>
<td>Phone: 0214/406-4184, Email: <a href="mailto:ute.mader@vhs-leverkusen.de">ute.mader@vhs-leverkusen.de</a>, Website: <a href="http://www.vhs-leverkusen.de">www.vhs-leverkusen.de</a></td>
</tr>
</tbody>
</table>

**ALKENRATHER FAMILIENTREFF (Family meeting point of Alkenrath)**

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graf-Galen-Platz 9, 51377 Leverkusen</td>
<td>Britta Weise, Anna Ljubisic</td>
</tr>
<tr>
<td>Phone: 0214/73486430, Email: <a href="mailto:alfa@diakonie-leverkusen.de">alfa@diakonie-leverkusen.de</a>, Website: <a href="http://www.diakonie-leverkusen.de">www.diakonie-leverkusen.de</a></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heinrichstraße 43, 51373 Leverkusen</td>
<td>Elisabeth Strauss, Member of the Board</td>
</tr>
<tr>
<td>Phone: 0214/65948, Email: <a href="mailto:strauss.elisabeth@t-online.de">strauss.elisabeth@t-online.de</a>, Website: <a href="http://www.frauenring-leverkusen.de">www.frauenring-leverkusen.de</a></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manforter Straße 184, Entrance 3, 51373 Leverkusen</td>
<td>Simone Strauß, Office of the Integration Council</td>
</tr>
<tr>
<td>Phone: 0214/406-3367, Email: <a href="mailto:simone.strauss@stadt.leverkusen.de">simone.strauss@stadt.leverkusen.de</a>, Website: <a href="http://www.leverkusen.de">www.leverkusen.de</a></td>
<td></td>
</tr>
</tbody>
</table>
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
10. Spare time and culture

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

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

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

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

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

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
10. Spare time and culture

Intercultural spare time offers

CARITASVERBAND LEVERKUSEN
(Special Service for Integration and Migration)

Carl-Leverkus-Straße 13            Nicole Rösgen
51373 Leverkusen                   Phone:  0214 / 85542-600
                                        Email: nicole.roesgen@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                Myria Stricker, Ralf Maletz
51373 Leverkusen                   Phone:  0178 / 3557901
                                        Email: design@myriastricker.de
Website:  www.arte-lev.de/offener-werkraum/

MABUKA MÄDCHENTREFF (“MaBuKa” girls’ meeting point)

Kolberger Straße 20                Naoual Moussaoui
51381 Leverkusen-Quettingen        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:


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
11. Tips for everyday life

**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.

<table>
<thead>
<tr>
<th>Public holidays in NRW</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1</td>
<td>January 1</td>
</tr>
<tr>
<td>Good Friday (date changes)</td>
<td>April 19</td>
<td>April 10</td>
</tr>
<tr>
<td>Easter Monday (date changes)</td>
<td>April 22</td>
<td>April 13</td>
</tr>
<tr>
<td>Labor Day</td>
<td>May 1</td>
<td>May 1</td>
</tr>
<tr>
<td>Ascension (date changes)</td>
<td>May 30</td>
<td>May 21</td>
</tr>
<tr>
<td>Whit Monday (date changes)</td>
<td>June 10</td>
<td>June 1</td>
</tr>
<tr>
<td>Corpus Christi (date changes)</td>
<td>June 20</td>
<td>June 11</td>
</tr>
<tr>
<td>German Unification Day</td>
<td>October 3</td>
<td>October 3</td>
</tr>
<tr>
<td>All Saints’ Day</td>
<td>November 1</td>
<td>November 1</td>
</tr>
<tr>
<td>1st Christmas Day</td>
<td>December 25</td>
<td>December 25</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>December 26</td>
<td>December 26</td>
</tr>
</tbody>
</table>
11. Tips for everyday life

**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:**

<table>
<thead>
<tr>
<th>Silent Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Friday</td>
<td>April 19, 2019; April 10, 2020</td>
</tr>
<tr>
<td>All Saints’ Day</td>
<td>November 1</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>The penultimate Sunday before the first Advent</td>
</tr>
<tr>
<td>Sunday in Commemoration of the Dead</td>
<td>The last Sunday before the first Advent</td>
</tr>
</tbody>
</table>

**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](https://www.mkffi.nrw/interreligioeser-kalender)

or ordered free of charge at: [https://www.mkffi.nrw/broschuerenservice](https://www.mkffi.nrw/broschuerenservice)

The interfaith calendar is also available via the Municipal Integration Center (Kommunales Integrationszentrum).
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.
11. Tips for everyday life

**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**
Friedrich-Ebert-Platz 51373 Leverkusen
Opening hours:
Monday – Friday: 08:00 AM – 07:00 PM
Saturday: 09:00 AM – 02:00 PM

**CUSTOMER CENTER AT BUS STATION LEVERKUSEN-OPLADEN**
Freiherr-vom-Stein-Straße 1 51379 Leverkusen
Opening hours:
Monday – Friday: 07:30 AM – 06:00 PM
Saturday: 09:00 AM – 02:00 PM

**CUSTOMER CENTER IN LEVERKUSEN-FIXHEIDE**
wupsi-Betriebshof Borsigstraße 18 51381 Leverkusen
Opening hours:
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](http://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](https://www.deutsche-verkehrswacht.de/home/medien-shop.html?categories_id%5B0%5D=23&tx_multishop_pi1%5Bpage_section%5D=products_listing)
11. Tips for everyday life

**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.1averbraucherportal.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 apartment?” 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
Imprint

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www.integration-in-leverkusen.de