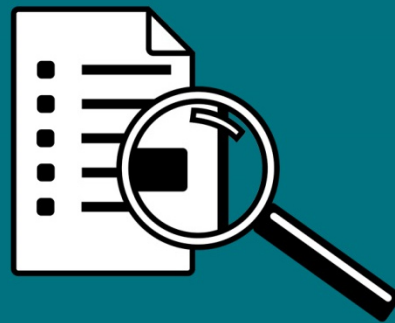


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- **Money**
- **Buses and Trains**
- **Health**
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- **Childcare**
- **Living in Germany**
- **Working in Germany**
- **Advice and Help**

Asylum



You have arrived in Germany and are seeking asylum. In order to stay in Germany, you must go through an asylum procedure to obtain asylum status. The enclosed flyer explains the individual steps of the asylum procedure. It also describes what you may still have to do.

Useful websites:



Information flyer “Erstorientierung für Asylsuchende”

Can be downloaded in English. A clear, well-written handout from the Federal Office for Migration and Refugees (BAMF) which makes it easier for refugees to find their way around Germany when they first arrive and which supports volunteers.

www.bamf.de/SharedDocs/Anlagen/EN/Publikationen/Flyer/flyer-erstorientierung-asylsuchende.html



Broschüre „Willkommen in Deutschland“

Can be downloaded in English. Many useful tips designed to make everyday life in Germany easier for immigrants. In Arabic, Bulgarian, German, English, Greek, Italian, Polish, Portuguese, Romanian, Russian and Turkish.

www.bamf.de/SharedDocs/Anlagen/DE/Publikationen/Broschueren/willkommen-in-deutschland.html?nn=1362950



App "Ankommen. Wegbegleiter für Flüchtlinge"

The App is designed to cater for the immediate living needs of new arrivals in Germany. It provides a quick and comprehensive orientation during the first weeks. Can be downloaded in English.

<https://ankommenapp.de/>



Publication “Ankommen. Eine Orientierungshilfe für das Leben in Deutschland”

An orientation guide for newcomers in German, English (as a download), French, Arabic, Pashto, Dari, Serbian, Albanian and Macedonian.

www.refugeeguide.de/downloaden-und-drucken/



Brochure “Das Grundgesetz – die Basis unseres Zusammenlebens” (BAMF)

What does equality mean in Germany? How far does freedom of opinion and freedom of the press go? What duties must everyone observe? The brochure provides answers to these and other questions. In addition, women and men, some of whom are immigrants themselves, tell what they personally associate with the Basic Law (*Grundgesetz*) and its contents.

www.bamf.de/SharedDocs/Anlagen/DE/Publikationen/Broschueren/das-grundgesetz.html?nn=1367522

Money



As a refugee or asylum seeker in Germany, you can apply for money from the state. Different authorities may be responsible for this. After your arrival, you can apply for benefits at Social Welfare (*Sozialamt*) in Herne.

Please remember that you must always inform the Social Welfare Office immediately of ALL changes, such as if you start a job or move house.

Stadt Herne
Fachbereich Soziales
Hauptstraße 241
44649 Herne

In the first few days after your arrival in Herne, you should open an account at a bank. Please give your bank account details to Social Welfare (*Sozialamt*). After that, money will be paid into your account at the beginning of each month.

Here is a link to the names of the banks in Herne. You can choose any bank you like:

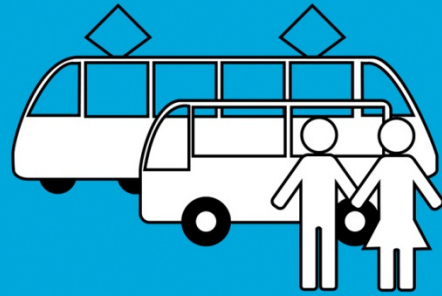


www.geoportal.herne.de//migration/?es=C153

After you get your residence permit ("residence title"), you are no longer looked after by Social Welfare (*Sozialamt*). You change to the Job Centre or, within Social Welfare, to the *Grundsicherungsstelle*, the office which will make sure you have enough to live from (basic subsistence).

Social Welfare will inform you of this in good time and then you must make a new application for social benefits!

Buses and Trains



There are many ways to travel in Herne. You can use the bus, the tram, the underground, a suburban train or a main line train.

If you need to travel regularly by bus and train, you can save money by buying a monthly ticket instead of single tickets. People with low incomes and those receiving state support can get a ticket with a discount.

If you are on the basic rate of social security (subsistence minimum), you can get an entitlement for a cheaper, discounted ticket, a so-called "*Sozialticket*", at Social Welfare:

Stadt Herne

Fachbereich Soziales

Hauptstraße 241

44649 Herne

Office hours: Mondays, Tuesdays and Thursdays from 8.30 to 12 noon

If you are a Jobcenter client, you can get your entitlement for a discounted ticket at the Integration Point below:

Integration Point

Heidstr. 2

44649 Herne

Office hours: Mondays, Tuesdays and Wednesdays from 08.00 bis 15.30, Thursdays from 08.00 bis 17.00 and Fridays from 08.00 to 12.30.

With the authorisation, you can go to one of the customer centres and buy a token every month. You can find the addresses of the customer centres on the flyer "*mein Ticket*".

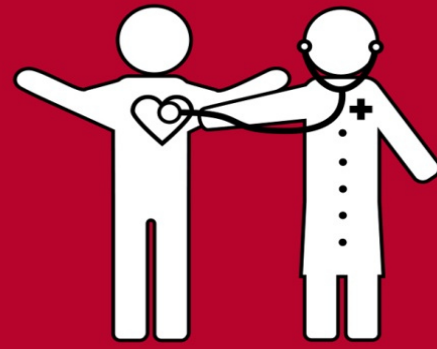
Please remember that you have to pay for the ticket yourself as it is already given to you at a discount.

Please also remember that the ticket is only valid for the Herne city area.

Therefore, if you ever want to travel to a neighbouring town or city, you will have to buy an additional ticket!

Please never forget to buy a valid ticket and carry it with you!

Health



In Germany you are allowed to choose your own doctor to be your family doctor. If you receive benefits from **Social Welfare** (*Sozialamt*), then you need a medical treatment certificate before you go to the family doctor. If your family doctor then sends you to a specialist, you will receive a referral from your family doctor. This must be presented directly to Social Welfare and approved by them. Only then are you allowed to see a specialist.

Stadt Herne
Fachbereich Soziales
Hauptstraße 241
44649 Herne

Mr. Kraft: ☎ 02323 16 3440
Mrs. Klein: ☎ 02323 16 3541
E-Mail: Fb41-asyl@herne.de

If you change from Social Welfare to the Job Centre, you must **yourself** take out health insurance with a health insurance company of your choice and inform the Job Centre of this.

Your new health insurance company will then issue you with your own health insurance card. You can present this when you go to the doctor. You will then no longer need any health insurance vouchers.

Under the following link you will find those health insurance companies who have an office in Herne:

<https://www.krankenkasseninfo.de/krankenkassen/geschaeftsstellen/herne/>

What must you do if you become ill?

Are you ill and need a doctor? During the week you can contact a family doctor's practice or a paediatrician (specialist doctor for children). Here you will find the addresses you can contact:

Family doctors (with foreign languages):

Dr. med. Stephan Altmann: Edmund-Weberstraße 196, 44651 Herne. ☎ 0 23 23 / 3 21 16. English

Dr. med. Hamid Amiri: Gerichtsstraße 19, 44649 Herne. ☎ 0 23 25 / 7 05 14. English, Dari, Pastu, Urdu, Russian, Spanish

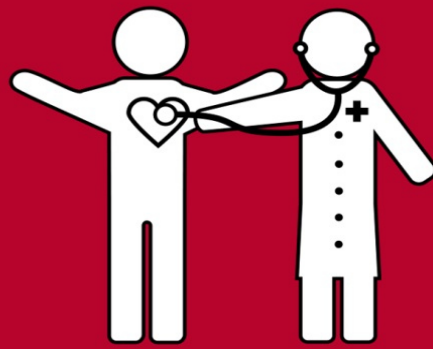
Dr. med. Atilla Cintosun: Heinrichstraße 11, 44623 Herne. ☎ 0 23 23 / 5 30 25. Turkish

Dr. med. Ralf Dammhayn: Hauptstraße 304, 44649 Herne. ☎ 0 23 25 / 79 76 52. English

Dr. med. Vladimir Dridger: Unser-Fritz-Straße 156, 44653 Herne. ☎ 0 23 25 / 5 12 26. Russian

Dr. med. Elena Zerr, Olena Paltseva: Königstr. 27-29, 44651 Herne. ☎ 02325 / 3 31 34. Russian, Ukrainian

Dr. med. Anas El-Sabbagh: Bahnhofstraße 13, 44623 Herne. ☎ 0 23 23 / 5 18 93. Arabic



Detlef Feldkamp: Bielefelder Straße 4, 44625 Herne. ☎ 0 23 25 / 44 45. English

Dr. med. Grüneberg, Mehring & Stunde: Hauptstraße 375, 44653 Herne. ☎ 0 23 25 / 7 02 70. English

Dr. med. Wolfgang Hettwer: Regenkamp 105, 44625 Herne. ☎ 0 23 23 / 4 56 13. English, French

Dr. med. Andrea Hofer: Bielefelder Straße 137, 44625 Herne. ☎ 0 23 25 / 94 07 77. English

Dr. med. Farshbaf Homayon: Hauptstraße 34, 44651 Herne. ☎ 0 23 25 / 3 11 92. English, Farsi

Dr. med. Martin Nusser: Kirchstraße 4, 44627 Herne. ☎ 0 23 23 / 96 30 01. English, French

Dr. med. Samir Othman: Roonstraße 35, 44629 Herne. ☎ 0 23 23 / 8 27 27. Arabic, English

Dr. med. Steidel & Seidl: Castroper Straße 357, 44627 Herne. ☎ 0 23 23 / 3 14 80. English

Dr. med. Jolanta Wolska-Mazul: Flottmannstraße 30, 44625 Herne. ☎ 0 23 23 / 4 30 70. Polish

Paediatricians (with foreign languages):

Dr. med. Ammar Najar: Edmund-Weberstraße 193, 44651 Herne. ☎ 0 23 25 / 90 29 02. Albanian, Arabic, English, Turkish

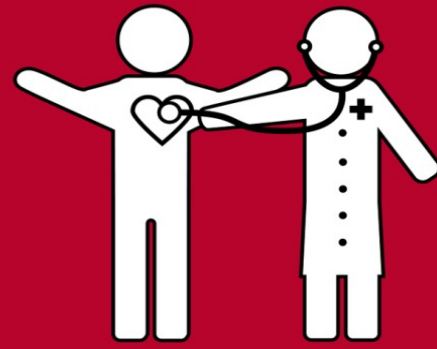
Dr. med. Schrader & Schulenburg: Neustraße 7, 44623 Herne. ☎ 0 23 23 / 5 15 29. English

Paedicum ruhrkidz, Facharztverbund für Kinder- und Jugendmedizin und Kinder- und Jugendpsychiatrie, (Association of Specialists for Child and Youth Medicine, incl. Child Psychiatry), Dr. Lars Vogler, Guido Bürk, Christine Bantje: Standort Herne, Bahnhofstraße 104, 44629 Herne: Russian, Turkish, Albanian, English, Arabic
Standort Wanne, Gerichtsstrasse 1, 44649 Herne: Russian, Ukrainian, Turkish, English, Kurdish, Arabic, Spanisch (from May).

The GP emergency service is responsible for non-urgent cases outside of the consulting hours of family doctors and specialists! You can reach them throughout Germany at the following number:



This number will help you and will give you an appointment at the **emergency practice at Herne Protestant Hospital** (*Evangelisches Krankenhaus*) if you are too ill to visit the practice, a doctor from the family doctor emergency service will visit you at home and treat you there.



The emergency practice is to the left of the main entrance of the EvK Herne, at Wiescherstraße 24, and is available for all illnesses for which you would normally go to your family doctor (your GP) or specialist. You can reach this emergency medical service by calling 116 117. The number is valid throughout Germany, it works without an area code and is free of charge.

Opening hours of the emergency practice:

Mondays, Tuesdays, Thursdays: 18.00 to 22.00
Wednesdays and Fridays: 13.00 to 22.00
Saturdays and Sundays: 8.00 to 22.00

After the treatment, however, you must either hand in the certificate to the doctor later or the doctor must contact Social Welfare (*Sozialamt*) by telephone and request a treatment certificate.

Healthcare for children outside practice hours and at weekends

For sick children in Herne, there is an emergency paediatric service at the Kinderklinik in Bochum (Paediatric Clinic) and at the paediatric clinic in Gelsenkirchen-Buer outside surgery hours and at weekends. Both emergency services can be reached by telephone via 116117.

Kinder- und jugendärztlicher Notdienst

Kinder Notfallambulanz (Children's Emergency Outpatients Department)

Alexandrinenstr. 5
44791 Bochum

Opening Hours:

Mondays, Tuesdays and Thursdays: 19.00 - 21.00
Wednesdays and Fridays: 16.00 - 21.00
Saturdays and Sundays: 9.00 - 21.00

Emergency practice at the Kinder- und Jugendklinik Gelsenkirchen-Buer

Adenauer Allee 30
45894 Gelsenkirchen

Opening Hours:

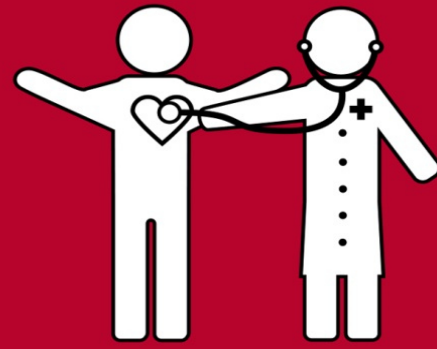
Mondays, Tuesdays, Thursdays: 19.00 - 22.00
Wednesdays and Fridays: 16.00 - 22.00
Saturdays, Sundays and public holidays: 9.00 - 20.00

Healthcare for life-threatening conditions

In urgent, life-threatening emergencies, please call the ambulance service, which you can reach on the following number: **112**.

Medical emergencies include, for example:

- acute shortness of breath
- acute chest pain



- accident and injury
- acute suicide risk
- drugs overdose or other emergency
- allergic shock
- loss of consciousness or coma

This number will connect you to the fire brigade control centre and they will organise fast, life-saving help for you.

Important: Please ask the support staff in your reception centre for the name and details of the centre's contact person for medical emergencies!

Emergency pharmacy service

Pharmacies (chemists) also have a night or emergency service. You can obtain information about the pharmacy emergency service around the clock by calling 0800 0022 833 (free of charge from the landline). From your mobile phone please dial 22833 (69 cents/minute). At pharmacies you will find a sign telling you the nearest pharmacy on emergency duty. Alternatively, you can find an emergency service at <https://www.aponet.de/apotheke/notdienstsuche>.

These practices look after Ukrainian refugees:

<https://www.kvwl.de/ukraine-krieg/praxen.htm>

Pregnancy / Birth

In Germany, every pregnant woman and every mother is entitled to a midwife of her choice until the eighth week of the child's life or until the end of breastfeeding. The midwife is the specialist for everything to do with pregnancy, birth, and the time afterwards. The costs for a midwife are covered by Social Welfare (Sozialamt). You can contact the midwife at any time and ask her for help. She will advise you on all questions concerning pregnancy, birth, the postpartum period and the time afterwards:

- *nutrition and lifestyle during pregnancy*
- *partnership and sexuality*
- *preparing for the baby*
- *options for preparing for childbirth*
- *social support during pregnancy and after birth.*

Midwives in Herne who you can go to:

Ann-Kathrin Landsgesell

☎ 01 77 / 4 96 71 67

E-Mail: ak.landsgesell@gmail.com

Languages: German and English



Linda Häbel

☎ 01 79 / 9 10 56 96

E-Mail: hebamme-linda@web.de

Tanja Kalb

☎ 01 70 / 4 04 33 21

(contact only via SMS)

E-Mail: tanja.kalb@web.de

Marion Adamczewski

☎ 01 74 / 7 39 00 37

E-Mail: madamczewski@t-online.de

Malgorzata Brandtner

☎ 01 51 / 15 31 30 24

Languages: German and Polish

Wiebke Bents

☎ 01 51 / 10 63 21 30

E-Mail: wiebke.bents@web.de

Marion Korte

☎ 01 71 / 3 88 70 41

The association of freelance midwives (Zusammenschluss freiberuflicher Hebammen) can put you in touch with other midwives in your area:

Hebammennetzwerk (Midwives' network): ☎ 01 63 / 3 34 27 56

The Midwife Centre Bochum/Herne (Hebammenzentrale Bochum/Herne) will support you in your search for a midwife:

☎ (0234) 9 77 30 - 55

Pregnancy and pregnancy conflict advisory centres

If you are pregnant and your current life situation is difficult to reconcile with the birth of a child, you can seek advice at a pregnancy and pregnancy conflict counselling centre.

There are two counselling centres in Herne:

Schwangeren- und Schwangerschaftskonfliktberatungsstelle

Fachbereich Gesundheitsmanagement der Stadt Herne

Ludwigstraße 14

44649 Herne

☎ 0 23 23 / 16 3253

E-Mail: info-schwangerenberatung@herne.de

Hours:

Mondays, Tuesdays and Thursdays from 8.30 - 13.00 and from 14.00 - 16.00 and Fridays from 8.30 - 13.00.



**Evangelische Beratungsstelle für Ehe-, Partnerschafts- und Lebensfragen sowie
Schwangerschaftskonfliktberatungsstelle des Diakonischen Werkes im Kirchenkreis Herne**
(Advisory Centre for Marital / Partner Problems and advice on Pregnancy Conflict Situations)
Schaeferstr. 8
44623 Herne
☎ 02323 - 530 48
Email: info@evberatherne.de
Hours:
Mondays to Fridays 08.30 - 12.30, Tuesdays from 9.30 to 12.00

Vaccinations in Germany

Measles

All people living in community accommodation need protection against measles. You are protected against measles if you have either been vaccinated 2x against measles or have had a measles infection yourself in the past.

In Germany all children who attend kindergarten or school must prove that they have been vaccinated twice against measles. This means that even children who have already been vaccinated in Ukraine must be vaccinated again here in Germany if they do not have any vaccination documents with them. The National Vaccination Commission (*Nationale Impfkommision*) in Germany explicitly points out that, from a health point of view, this repeated vaccination is completely harmless for the children.

Covid-19

People from Ukraine who seek refuge in our country can be vaccinated against the coronavirus. Stadt Herne offers a free Corona vaccination program. In addition, Corona vaccinations are offered in the shared accommodation (community homes). Measles vaccinations are also offered in some cases.

All other vaccinations are carried out by registered doctors (family doctors / general practitioners and paediatricians). Tests for the corona virus can also be carried out free of charge by doctors and in all official offices.

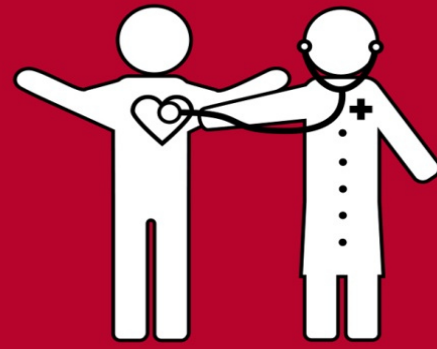
Useful Internet addresses:



Ratgeber „Wie helfe ich meinem traumatisierten Kind?“ (German)

The guidebook is aimed at parents of refugee children who want to know how they can help their child if he or she has been through traumatic situations.

www.bptk.de/fileadmin/user_upload/Publikationen/BPtK_Infomaterial/Ratgeber_Fl%C3%BChtlingseltern/20160408_BPtK_RatgeberFluechtlingseletern_deutsch.pdf



English

www.bptk.de/fileadmin/user_upload/Publikationen/BPtK_Infomaterial/Ratgeber_Fl%C3%BChtlingseltern/20160408_BPtK_RatgeberFluechtlingseletern_englisch.pdf



Hebammenzentrale Bochum/Herne

The placement of midwives for prenatal care, attended births, home births and postpartum care

<https://www.hebammenzentrale-bochum.de/>

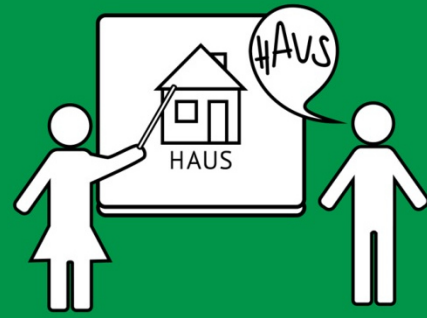


Willkommen in Deutschland

Important information on healthcare and basic information

<https://www.germany4ukraine.de/hilfeportal-ua>

Learning German



German is very important for a successful integration. If you can understand and speak German you will be able to make contacts more quickly and look after yourself.

You can learn German best by doing a German course. Here, you can take advantage of various offers for this. The Adult Education Centre (Volkshochschule) in Herne organises basic German courses. You can attend these free of charge. To register, please contact:

Volkshochschule Herne

Consultations:

VHS im Kulturzentrum

Willi-Pohlmann-Platz1, 44623 Herne

Room 116: Tuesdays from 14.00 to 17.00

VHS im Haus am Grünen Ring

Wilhelmstr. 37, 44649 Herne

Room 104: Wednesdays from 9.00-12 noon

Contact Person: Elisabeth Schlüter ☎ 0 23 23 16 2814
E-Mail: elisabeth.schlueter@herne.de

Owing to the Corona pandemic, please make an appointment and come with a mask, proof of vaccination or a negative test.

Under the following link you will find further possibilities for learning German:



www.herne.de/PDF/Bildung/Deutsch-sprechen-Übersicht_Juni.pdf

You can also learn German in an integration language course. To take part in the integration course, you need a valid authorisation from the Federal Office for Migration and Refugees (BAMF).

To apply for an authorisation:

1. Please send your completed application for the authorisation to attend the integration course to the following address:

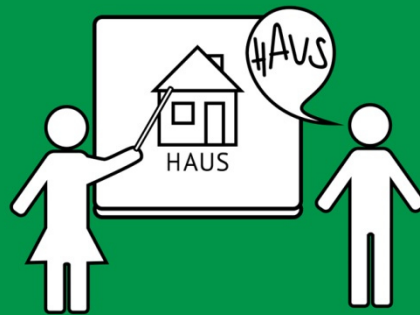
Bundesamt für Migration und Flüchtlinge

Regionalstelle Bochum

Herr Erdoğan

Alleestraße 165

44793 Bochum



You can find the form to download or the online registration form with this QR code!

After you have received the admission certificate from BAMF, please inform your advisor at the Job Centre. He or she will make an appointment for you at the Language Placement Centre [*Herner Einstufungszentrum (HerEin)*].

If you are not a client at the Jobcenter, please request an appointment directly at the Placement Centre via the e-mail address below and enclose the copy of the BAMF admission certificate:

E-Mail: herein@herne.de

2. You will receive an appointment at **HerEin** by e-mail for the assessment of your language skills as well as for the registration for the integration course.



Stadt Herne
Fachbereich Schule und Weiterbildung
Herner Einstufungszentrum (HerEin)
Hauptstraße 241, Eingang B
44649 Herne
☎ 0 23 23 / 16 46 57
E-Mail: herein@herne.de
www.herne.de/Stadt-und-Leben/Integration/Integrationskurse/

Please file away all supporting documents in this folder, such as your entitlement to participate in the integration language course, all attendance certificates as well as academic certificates.

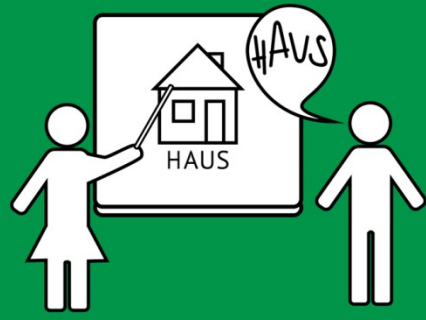
Useful Internet addresses:



Mini-Serie zum Deutsch-Üben "Erste Wege in Deutschland"
a collection of short videos on everyday situations in easy-to-understand German with accompanying speaking exercises.
www.goethe.de/lrn/prj/wnd/deu/mse/deindex.htm



VHS App "Einstieg Deutsch"
This language learning App provides exercises for helping beginners.
<https://portal-deutsch.de/lernen/deutsch-lernen/einstieg-deutsch-die-sprachlern-app/>

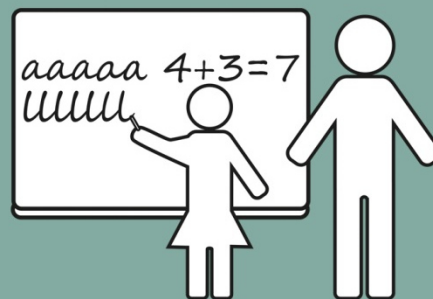


Sammlungen von Wörtern und Sätzen für Flüchtlinge

A user-friendly platform (also available as a Smartphone-App) for learning German.

<https://www.refugeephrasebook.de/>

School



In Germany, school is compulsory for children and young people between the ages of 6 and 18. This means that all children and young people must attend school for at least 10 years and in any case until they reach the age of 18. Your child must therefore go to school as soon as your family has been registered as residents at the *Einwohnermeldamt* in Herne.

Your first point of contact for advice on schools is the Integration Centre (*Kommunale Integrationszentrum*). The staff there advise the parents of new children on questions regarding the schooling and vocational training of their children and support them in registering their children at a school.

Please make an appointment to register your child for school by calling one of the numbers below!



Stadt Herne
Fachbereich Schule und Weiterbildung
Kommunales Integrationszentrum Herne
Rademachers Weg 15
44649 Herne

☎ 0 23 23 16 38 50 or 0 23 23 16 38 57
www.herne.de/Stadt-und-Leben/Integration/Kommunales-Integrationszentrum/

Financial support through a package of benefits for education and participation (Bildungs- und Teilhabepaket):

Parents with a low income can apply for education and participation benefits for their children of school-age. You will receive financial support for the following:

- **School equipment:** Help to buy school equipment such as satchels, books, calculators, etc. You will normally get €70 on 1st August and €30 on 1st February of the current year.
- **Travel costs:** If your child has a long way to go to school, then your part of the cost of a monthly ticket (Schoko-Ticket) will also be covered.
- **Extra lessons:** If it becomes clear during the school year that your child will not achieve the learning targets for that year, then you will get the costs for any appropriate and necessary extra lessons.
- **School excursions or trips lasting several days:** The actual costs will be covered.
- **Lunch together at school:** Costs are covered except for the first €1 per meal.
- **Social and cultural participation:** 10 € per month (or 120 € if it is saved up) is available for sports, music, culture or holiday camps.

If you would like to find out more about the possible benefits and if you would like to apply for financial support, please contact:



Stadt Herne
Fachbereich Soziales
Sachbearbeitung Bildungs- und Teilhabepaket (BuT)
Hauptstraße 241
44649 Herne
☎ 0 23 23 16 33 99

Office hours. Mondays, Tuesdays and Thursdays 8:30 – 12 noon
www.herne.de/Familie-und-Bildung/Schulische-Bildung/Finanzielle-Unterstützung/

Childcare



For the development and integration of your children in Germany, it is important that they come into contact with other children of their own age and can play together. Play helps your children to discover their environment anew, to process experiences and impressions and to communicate with each other. In the process, they usually learn the German language very quickly through play.

In Stadt Herne there are various childcare options for your children. If you would like to have your child looked after in a day care centre (KiTa) you can apply for a KiTa place in a KiTa of your choice via the KiTa-Navigator:



<https://herne.kita-navigator.org/suche/>

Up to the age of three you also have the option of having your child looked after by a childminder (daycare parent) or in a large day care centre.

For information and registration, please contact the daycare parents in Herne:

Herner Tageseltern e.V.

Horsthauser Straße 171

44628 Herne

Tel. 02323 3986054

Mail: info@herner-tageseltern.de



<https://www.herner-tageseltern.de/>

or

Fachbereich Kinder-Jugend-Familie (Child and Youth Department)

Kleine Kita Herne

Rathausstr. 6

44649 Herne

Tel. 02323 16 3176

Mail: stephanie.habermehl@herne.de

In addition, there are various playgroups for children who do not yet have a place in a KiTa.
The following contact persons are available for questions regarding these offers:

Fachbereich Kinder-Jugend-Familie

Christine Milk
Rathausstr. 6
44649 Herne

☎ 0 23 23 16 31 66

E-Mail: Christine.milk@herne.de

Fachbereich Kinder-Jugend-Familie

Sabine Jäger
Rathausstr. 6
44649 Herne

☎ 0 23 23 16 35 97

E-Mail: Sabine.jaeger@herne.de

And last but not least, you also have the opportunity to take part in a language and integration course which also includes childcare!

For families with low incomes, there is the possibility to apply for financial support within the framework of childcare services. To do so, please contact the following office:



Stadt Herne
Fachbereich Soziales
Sachbearbeitung Bildungs- und Teilhabepaket (BuT)
Hauptstraße 241
44649 Herne
☎ 0 23 23 16 33 99

Office hours: Mondays, Tuesdays and Thursdays 8.30 to 12 noon
www.herne.de/Familie-und-Bildung/Projekte-und-Foerderungen/Bildungs-und-Teilhabepaket/

Living in Germany



Many people from different nations live together in Herne. And where many people live together, it is especially important that each person should show consideration for his or her fellow human beings. That is why you must follow certain rules and regulations that make living together easier for everybody:

Times when you must be quiet

Everyone needs rest. Therefore, please observe the legal rest period between 10 pm and 6 am. During this time, for example, you may not do any noisy work and can only listen to music at room volume.

House Rules

Tenement blocks usually have house rules. These tell you, for example, the rules for cleaning of the hallway, attic or cellar. Find out when you are responsible for cleaning.

Please do not leave any objects in the hallway or staircase. This disturbs the neighbours, obstructs the passage and in the worst case, someone could get injured as a result.

Do not store highly flammable substances such as gas or oil in storerooms and cellars. Avoid fires in closed rooms at all costs so that no one is harmed!

In case of defects and leaks in water and gas pipes, inform your landlord immediately, because he or she must repair the damage. If you have any questions about rental law, then a good place to contact are the tenants' associations (*Mietverein*), for example. However, some of their services are subject to a fee.

Waste

Household waste is collected regularly by the town's waste collection service. Only throw your rubbish into the rubbish bins provided. Do not leave your rubbish open or loose in other places: for example, at the roadside, in the courtyard or in the hallway. Please also make sure that you do not continue to fill rubbish bins which are already full. If the bins are full, please call your landlord. Overfilled bins where the lid does not close properly will not be emptied. Waste placed next to the bin will not be taken away!

You can find out the collection day for your household waste on the Internet at:



<http://www.entsorgung-herne.de/abfallkalender/>



In Herne the bins are in different colours. There is a reason for this. In Germany, waste is separated and put in the correct bin. The different bins are collected separately, on different days. Larger items from the household that do not fit into the waste bin can be collected by a special service which collects bulky items, old furniture, for example. The fee for the collection of bulky waste is currently €25 per trip for furnishings from a maximum of 4 rooms. The money must be paid when booking an appointment.

You cannot book the bulky waste service by telephone or e-mail. In Herne you must book the bulky waste service at one of the following contact points:

Fachbereich Bürgerdienste

Friedrich-Ebert-Platz 5
Rathaus Wanne
Rathausstraße 6

entsorgung herne

Kundencenter entsorgung herne
Südstraße 10

Useful internet addresses when you are trying to find an apartment:



If you are looking for a flat, contact one of the housing associations under the following link
- **Wohnungsgesellschaften in Herne:** [www.herne.de/Wirtschaft-und-Infrastruktur/Bauen-und-Wohnen/Wohnen /Wohnungsunternehmen/Wohnen-in-Herne-Wohnungsunternehmen-mit-Sitz-in-Herne/](http://www.herne.de/Wirtschaft-und-Infrastruktur/Bauen-und-Wohnen/Wohnen/Wohnungsunternehmen/Wohnen-in-Herne-Wohnungsunternehmen-mit-Sitz-in-Herne/)

You can find further portals for flat-hunting in the Internet:



<https://www.immobilienscout24.de>



<https://www.immowelt.de/suche/herne/wohnungen>

Working in Germany



Looking for work and starting the job in a foreign country presents a major challenge that needs to be mastered successfully.

Do you want to work in Germany? Then you need to know the local job profiles and job fields. If you want to start an apprenticeship, you should inform yourself about the different forms of training on offer and follow the correct application procedure.

Integration Points have been set up by the Federal Employment Agency (Agentur für Arbeit) and the Jobcentres. Here, refugees receive targeted support.

The contact persons there have special intercultural skills. They can respond even better to your situation and make you appropriate offers of help.

Your contact in Herne:



Integration Point

Heidstr. 2
44649 Herne

Hours: Mondays to Fridays from 8.00 to 12 noon

Thursdays: additionally from 12 noon to 16:00

<https://www.jobcenter-ge.de/Jobcenter/Herne/DE/IntegrationPoint/Integration%20Point-Knoten.html>

The staff at the **Integration Point Herne** will also advise you with regard to:

- The recognition procedure for school and vocational qualifications (certificates, etc.)
- Enrolment for integration and language courses
- Further counselling services within the City of Herne (Stadt Herne) and
- Support through employment-oriented case management (here, the staff look very closely at your personal situation and potential).

They also offer:

- An insight into existing qualification opportunities
- Support with job applications
- vocational orientation
- work out an integration plan

They have their own interpreters to ensure effective communication from the very beginning.



Useful Internet addresses:

General information about working in Germany:



<https://www.arbeitsagentur.de>



<https://jobboerse.arbeitsagentur.de>



www.make-it-in-germany.com/de/fuer-fachkraefte/arbeiten/ratgeber/zugang-zum-arbeitsmarkt

Recognition of foreign vocational qualifications:



www.herne.de/Rathaus/Buergerservice/Dienstleistungen/Dienstleistungen-Detailansicht_41921m.html



App "Anerkennung in Deutschland"

With a new App, refugees can find out about the possibilities of having their foreign professional qualifications accepted.

<https://www.anerkennung-in-deutschland.de/html/de/>

Advice and Help



Many things may seem strange to you during your first weeks and months in Germany. What was natural and easy in your country probably works according to different rules here.

Find out as much as you can and take advantage of all counselling services.

If you are at a loss, there are many organisations in Herne which are happy to help you free of charge. These are your first ports of call if you need advice and help.

Advisory services locally:

Youth Migration Service (JMD) / counselling for children and young people aged 12-27 years concerning questions on the following topics:

- Youth integration courses and advanced German courses
- Recognition of vocational and school qualifications
- Vocational orientation (internship/training/university)
- Support with applications and official correspondence
- Free-time activities

Workers Welfare (AWO) Ruhr-Mitte



Bahnhofplatz 12, 44623 Herne

☎ 02323 993799 15

Consultations: Mondays by appointment only! Wednesdays 13.00 - 16.00

www.awo-ruhr-mitte.de/beratung-hilfe/integration-migration/standorte-und-ansprechpartner-in-herne

Migration counselling for adult immigrants (MBE) for questions on the following topics:

- Help when dealing with local authorities
- Counselling when problems arise in the social, psychological, health and personal spheres, and in personal areas
- Information and assistance with language course registration, further education measures, admission to school, university and work
- Information about further assistance



Arbeiterwohlfahrt Unterbezirk Ruhr-Mitte (AWO)

Bahnhofplatz 12, 44623 Herne

☎ 02323 993799 18

Consultations by appointment only!

www.awo-ruhr-mitte.de/beratung-hilfe/integration-migration/standorte-und-ansprechpartner-in-herne



Deutsches Rotes Kreuz DRK (German Red Cross)

Berliner Platz 4, 44623 Herne

☎ 02325 96915 23

Consultations by appointment only!

<https://www.drk-herne.de/angebote/migration-und-integration/migrationsberatung-mbe.html>



Jüdische Wohlfahrtsorganisation (JWO), Geschäftsstelle Herne (Jewish Welfare)

Westring 151, 44629 Herne

☎ 02323 94618 90

☎ 0151 54702278

☎ 0151 40480012

Consultations by appointment only!

www.jg-bochum.de/projekt1.html



PLANB Ruhr

Hauptstraße 208, 44649 Herne

☎ 02325 56991 61

☎ 02325 56991 63

☎ 0172 6859135

Consultations by appointment only!

<https://www.planb-ruhr.de/migration-integration/herne/migrationsberatung-fuer-erwachsene-zuwanderer-mbe>

Other refugee counselling centres provide support and assistance with:

- Questions on the asylum procedure, right of residence and family reunification
- Intentions to move on to another country or go back to homeland
- Health, financial, social and personal issues

Consultations for refugees:



Arbeiterwohlfahrt Unterbezirk Ruhr-Mitte (AWO)

Am Bahnhofplatz 12, 44623 Herne

☎ 02323 993799 17 oder 0 23 23 9937990 14

Consultations: Wednesdays by appointment only!

www.awo-ruhr-mitte.de/beratung-hilfe/integration-migration/standorte-und-ansprechpartner-in-herne



Caritasverband Herne e. V.

Schulstr. 23, 44623 Herne

☎ 02323 92 960 24

☎ 02323 92 960 90

☎ 02323 92 960 932

Consultations by appointment only!

www.caritas-herne.de/beraten-und-helfen/integration-und-migration/



Gesellschaft freie Sozialarbeit e.V. (GFS)

Hauptstr. 295/ Mozartstr. 1, 44649 Herne

☎ 02325 9592 0

☎ 02325 9592 22

☎ 02325 9592 23

☎ 02325 9592 24

www.gfs-ev.de/index.php?id=yan-yana



Eine Welt Zentrum

Overwegstr. 31, 44625 Herne

☎ 02323 99497 20

☎ 02323 99497 14

www.ewz-herne.de/was-wir-tun/beratungsstelle-fuer-opfer-von-menschenhandel.html



You can find an overview of various other offers of help from Stadt Herne (the City of Herne) under the following link in Ukrainian:

Місто Херне - допомога Україні (www-herne-de.translate.goog)



Counselling Centres for Women

Support and counselling for questions on the following topics:

- Work and Job
- Family
- Domestic violence



Büro für Gleichstellung und Vielfalt

Office for Equality and Diversity

Berliner Platz 5, 44623 Herne

☎ 02323 16 2629

www.herne.de/Stadt-und-Leben/Frauen/



Hilfetelefon Gewalt gegen Frauen

Anonymous and free consultations for women who have experienced violence or are still experiencing it (24 hours, several languages)

☎ 0 80 00 11 60 16

www.hilfetelefon.de



Hilfetelefon Schwangere in Not

Anonymous and free consultations for women who are pregnant and who are quite desperate! (24 hours, several languages)

☎ 08 00 4 04 00 20

www.geburt-vertraulich.de/startseite/

Consultations for victims of violence:



Weißer Ring

Außenstelle Herne (consultations also possible in English)

herne@mail.weisser-ring.de

☎ 0 23 23 944 33



Schattenlicht

Beratungs- und Kontaktstelle für Frauen

Straßburger Straße 39, 44623 Herne

☎ 0 23 23 98 11 98



General information for women refugees:



App "RefuShe"

The App can be downloaded free of charge from the Google Playstore. It offers easy-to-understand information about, among other things, the way of life and society in Germany, basic values such as equality and self-determination, as well as offers of help for women, which in principle can be useful for all immigrants.

<https://play.google.com/store/apps/details?id=de.upsourcesource.appff>

Integrationsscout Herne

Support and Advice with:

- Placement in integration and more advanced German language courses
- Questions of individualised support options
- Individual concerns raised in your own arrival or residence situation



Stadt Herne

Fachbereich Schule und Weiterbildung (Department of Education)

Kommunales Integrationszentrum Herne

Hauptstraße 241

44649 Herne

☎ 0 2323 16 4705

E-Mail: integration@herne.de

www.herne.de/Stadt-und-Leben/Integration/Integrationsscout/

Detailed descriptions of the advice centres:



<http://www.herne.de/Stadt-und-Leben/Integration/Beratung-Kontaktstellen/>

Support for families:



Website Familienportal.herne

Search portal for current offers for pregnant women, parents and families with small children up to the age of about 3 years, e.g. courses on preparation for birth, parent cafés, support offers for parents and children, information on childcare options.

www.familienportal.herne.de



Further useful Internet addresses:

General:



Integreat-App

An important website for refugees in Herne with lots of local information.

<https://web.integreat-app.de/herne/de>



Website Handbook Germany

A website in German, English, Arabic and Farsi with a lot of information, for example on living, learning, law and working, but also other topics such as healthcare, housing

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

Stadt Herne / Integration:



The official website of Stadt Herne. Here you will find all information about Stadt Herne (City of Herne).

<http://www.herne.de>



Integration in Herne

<http://www.herne.de/Stadt-und-Leben/Integration/>



Migrantenstadtplan der Stadt Herne (Migrant Street Plan)

<http://www.geoportal.herne.de/migration/>



Neubeginn.ruhr

A free classified ads portal for locals and refugees with lots of interesting current news and offers, including learning German and leisure activities

<https://neubeginn.ruhr/>



Stadtbibliothek Herne

The city libraries in Herne-Mitte and Herne-Wanne offer refugees, asylum seekers and migrants free access to entertainment, knowledge and information media. Both libraries are also available as places to stay and study. (Translation possible via Google translate)

www.herne.de/Familie-und-Bildung/Auerschulische-Bildung/Stadtbibliothek/Bibliothek-international/