

GUIDE

for asylum-seekers and refugees

Step by step into a new life.

You have left your homeland hoping for a better and more peaceful life. Here, due to our different culture and language, you will be confronted with everyday situations that may seem strange and for which you need answers:

- ... **Where** have I landed and where shall I live?
- ... **Where** can I find a doctor and when are the pharmacies open?
- ... **Where** can I reach a doctor for my child in the night?
- ... **Which** offices handle what matters?
- ... **Where** can I get bus or train tickets?
- ... **What** shopping facilities are available nearby?
- ... **Where** can I find a school or kindergarten for my children?

We don't want you to feel alone. Who are "we"? These are volunteers, working with the local refugee-assistance group "Flüchtlingshilfe INGA", citizens of Wülfraath and employees of the City of Wülfraath. As a local network of helpers for asylum seekers and refugees we want to assist you with your everyday problems. Please feel free to call on us with any concerns you may have, large or small.

We invite you to get to know us, because unless you know people it's difficult to find help. We look forward to meeting you.

So that everything doesn't feel so strange here and you can learn your way around as quickly as possible, we have prepared this brochure with tips and information about life in Wülfraath.

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Flüchtlingshilfe INGA e.V.

A Word of Welcome from our Mayor, Frau Dr. Claudia Panke



Dear Newcomers,

You have come to Germany because of a crisis in your country. We hope that you find the help you need in Wülfrath and feel welcome here.

Several of our citizens volunteer help to the best of their ability and can facilitate your stay in our city. It is important to us that we live together in peace and harmony. For this we must reduce mutual fears and prejudices. This functions best by getting to know each other personally.

In this brochure the “Flüchtlingshilfe” INGA e. V. has compiled a list of assistance and contact facilities in and around Wülfrath. Whether you need help with school homework or someone to accompany you on official business, language courses or help with cooking local foods, here you can find them and much more.

I hope these guidelines will help you to cope with your new surroundings and find the orientation and support you need in your daily life in Wülfrath.

Cordially,

A handwritten signature in blue ink, which appears to read 'Claudia Panke'. The signature is fluid and cursive.

Dr. Claudia Panke

A New Life with New Opportunities

You have decided, alone or with your family, to live in Germany. This is an important decision for you or your family.

Life in a new country brings many new challenges, especially the new language and different social and legal systems. Depending on the country you come from, there may also be great differences in the climate or culture. Try to let these differences and new experiences enrich your life and open a door to new opportunities.

It is important that you make an active effort to learn the German language and way of life, to become integrated in to the society, to come into contact with the people, to inform yourself of your rights and responsibilities and to make use of and respect them. In this way you will find that many people in Germany are happy to help you out.

Problems, crises and conflicts are part of our life. We have information centers to support you, for example

- when you need help with the German language
- when problems arise in school, with on-the-job training or child-rearing,
- when difficulties arise in your marriage that have a negative effect on your residence rights.

Problems are often very stressful. It is important to recognize them and find solutions. Seek advice at an information center or ask one of our volunteers where you can get help.

Each information center will try to advise you in your mother tongue or find someone to translate. Some information centers are located outside Wülfrath.

Your private and personal information and data as well as your problem will be treated confidentially at the information center and under German law may not be made known to other persons without your consent.

This is where you will live



Wülfrath is a small city in the county of Mettmann with a population of about 21,600. The city is centrally located between Düsseldorf, Wuppertal and Essen and is divided into six districts: the city center, Düssel, Rohdenhaus, Flandersbach/ Zwingenberg, Schlupkothen and Koxhof. Wülfrath presently maintains several residences for refugees and asylum seekers in and around the city center.

Information Center for Asylum Seekers and Refugees

Caritas-Verband Mettmann

Advice on immigration
40822 Mettmann

Yasemin Yavuz
Johannes-Flintrop-Str. 19
Phone: 02104-926217
eMail: yavuz@caritas-mettmann.de
Office hours : Tuesday 14 :00 – 16 :00

http://caritas.erzbistum-koeln.de/mettmann-cv/migration_vielfalt/fluechtlingshilfe/mettmann/



Information on other information centers
available upon request.



Flüchtlingshilfe INGA e.V.

Welcome to our town

List of Doctors

In case you or your family members need to see a doctor here is a list of the general practitioners in Wülfrath.

Name	Address/Telephone number
Dr. med. Andreas Amthor Family doctor	Goethestr. 33 02058-3646
Andreas und Dorothea Kazala Family doctor	Im Spring 2 02058-2520
Ulrike Keller General medicine	Wilhelmstr. 140 02058-92090
Thomas und Ulrike Krauss-Kulow General medicine	Goethestr. 9 02058-70908
Christa Meiwald- Schirra Doctor for children and youths	Mühlenstr. 4 02058-74044
Dr. med. Ingo Winkelmann/ Desiree Schmitt General medicine	Zur Loev 21 02058-913328
Dr. med. Wolfgang Sorgenicht General and internal medicine	Zur Loev 20 02058-5511
Dr. med. Maria Thamm General medicine	Wilhelmstr. 78 Tel. 02058-72252
Dr. Natalia Indin Family doctor Russian spoken here	Im Spring 6 02058- 3137

Please remember that before you go to a doctor you must apply for a health insurance certificate ("Krankenschein") at the social welfare office ("Sozialamt"). The doctor's offices have varied opening hours and most of them are closed on Wednesday and Friday afternoon and on weekends. In an emergency you can call the emergency clinic in Velbert (for Velbert, Wülfrath and Heiligenhaus).

Emergency Clinic in Velbert

for Wülfrath
Robert-Koch-Str. 2
At the Klinikum Niederberg
Tel. 02051 - 9 82 11 00

Opening hours:

Mon., Tues., Thurs.: 19:00 – 23:00
Wed. and Fri.: 13:00 – 23:00
Sat., Sun. + holidays: 8:00 – 23:00
At all other times, call by phone.

Midwife in Wülfrath

Mrs. Anke Misch

Tel. 02058-74286

das FrauenDing, Mrs. Carolin Hermann

Tel. 0176 54917231

Relevant offices in the city hall The city administration consists of many different offices with various functions and responsibilities. The following are probably the most important for your needs:

Social welfare office („Sozialamt“) Contact persons

Services for asylum seekers (health insurance certificate (“Krankenschein”) financial support for participation in education and sport	Mr. Linke	Tel. 02058-18357
Qualification certificate for housing		
Counseling for singles and families with housing problems	Mrs. Selzener	Tel. 02058-18364
Administration of housing for asylum seekers	Mr. Schiffer-Lux	Tel. 02058-18257
Management of asylum seekers' accommodation		
Refugee assistance, refugee counseling	Mrs. Duschke-Wichelhaus	Tel. 02058-72386
	Mr. Schmidt	Tel.02058-18274
	Mr .Dobrivojevic	Tel. 02058-18-0
	Mrs. Zackrocki	Tel.02058-18-0

Young peoples' center („Kinder-und Jugendhaus“,KJH)

The KJH welcomes children and youths from 6 to 21 years of age. Here they can meet friends, talk to others, chill out and play games such as table football and ping pong. Qualified adults are available to guide them at all times.

All offices and contacts:

As central drop-in center, the citizen's bureau (“Bürgerbüro) in the foyer of the city hall offers general services.

<http://www.wuelfrath.net/stadtverwaltung/aemter-ansprechpartner/>



Jobcenter „ME-aktiv“ Office Mettmann



Service Telephone Tel. 02104-141630 Opening hours:

40822 Mettmann

Mon. + Tues. 8:30 – 11:30

Ötzbachstr. 1

Wed.: closed

eMail: [jobcenter-me-](mailto:jobcenter-me-aktiv.mettmann@jobcenter-ge.de)

Thurs. 8:30 – 11:30 / 14:00 – 16:30

aktiv.mettmann@jobcenter-ge.de

Fri. 8:30 – 11:30

Bus and train tickets

Schedule information

Cigar House Schlüter Wilhelmstr. 131a
 Rheinbahn Customer Schwarzbachstr. 12, 40822 Mettmann
 Service



www.vrr.de

Time tables



www.rheinbahn.de



Attention! Never ride without a valid ticket, as fare dodging is a criminal offense and may even have a negative effect on your asylum status. (Fine: 60 €)

Flüchtlingshilfe INGA e.V. , what we have to offer:

- Cooperation with local and disruptive institutions and authorities
- Language support and literacy
- Monthly cooking meeting for refugees (Unrestricted cooking)
- Everyday help, like doctor's visits, etc.
- Help with correspondence with authorities
- Mediation of honorary patrons
- Participation in various art projects
- Organization of excursions
- Activities for children
- Internet Café for Refugees in the AWO home
- Intercultural Refugee Café
- Weekly football training during the football season in the Lhoist Sportpark
- Mediation of external consultations
- Help with internship and job search
- Application coaching
- Start-up assistance after recognition of refugee status

Please contact us

Subject to change

Contact:

Mr. Paul Surminski
 42489 Wülfrath, PO-Box 1142
 eMail: info@inga-fluechtlingshilfe-wuelfrath.org



Flüchtlingshilfe INGA e.V.

Shopping in Wülfrath

Food stores

	Opening times	
Aldi Nord , Parkstr. 2 (in the Angermarkt mall)	Mon.-Sat.	08:00-20:00
REWE Ihr Kaufpark , Liegnitzer Str. 2	Mon.-Sat.	08:00-22:00
Lidl , Hundertwasser-Weg 2	Mon.-Sat.	08:00-21:00
REAL , Zur Fliethe 8	Mon.-Sat.	08:00-22:00
Penny , Wilhelmstraße 137b	Mon.-Sat.	07:00-22:00
Edeka , Goethestr. 19 (in the Angermarkt mall)	Mon.-Sat.	08:00-21:00

Second Hand clothing

DRK - Kleiderladen , Wilhelmstr. 88	Mon.	14:00-16:00
SKFM „Der Laden“ , Zur Loev 16	Mon.- Fri.	09:00-18:00

Velberter Tafel (Food bank) in Wülfrath

Noon meal/free groceries in Wülfrath: Every Monday 12:00 - 14:30
 Protestant Culture Church Wülfrath
 Tiegenhöfer Str. 14

Low-cost shops for furniture/ household items

Department Store of Neander Diakonie

Bahnstr. 20 in 40822 Mettmann
 Opening times:
 Mon.-Fri. from 09:30 - 18:00
 Sat. from 09:30-13:00

bepro - das Gebrauchtwarenhaus (Second hand store) Kaiserstraße 23

in 42549 Velbert
 Opening times:
 Mon.- Fri. 09:30-18:00
 Sat. 09:30-13:00

Social housing in the region

[https://www.kreis-mettmann.de/
 media/custom/2023_1759_1.PDF?
 1452783906](https://www.kreis-mettmann.de/media/custom/2023_1759_1.PDF?1452783906)



Child day-care centers and kindergartens in Wülfrath

At present 650 places are available for children aged 4 months to 6 years in 10 childcare centers and one private facility. For further information and applications please contact the various facilities directly.



<http://www.wuelfrath.net/stadtverwaltung/schulen-und-kindergaerten/tagesbetreuung-fuer-kinder/>

Child day-care centers and Kindergartens

Ev. Kindertagesstätte Rohdenhaus (Protestant day-care center) Kapellenweg 8, 42489 Wülfrath	Mrs. Gartmann 02058 / 2986
Kath. Kindertagesstätte St. Joseph (Catholic day-care center) Goethestr. 73, 42489 Wülfrath	Mrs. Kraemer 02058 / 4118
Kindertagesstätte e.V. (Day-care center for children) Kastanienallee 15, 42489 Wülfrath	Mrs. Born 02058 / 1474
Kindertagesstätte des DRK (Red Cross day-care center) In den Eschen 1, 42489 Wülfrath	Mrs. Schuster 02058 / 1445
Kommunale Kindertagesstätte (Community day-care center) Wilhelmstr. 88, 42489 Wülfrath	Mrs. Jäger 02058 / 1409
Kommunales Kinder- und Familienzentrum, (Community day-care and family center) Ellenbeek 8, 42489 Wülfrath	Mrs. Preußner 02058 / 1333
Ev. Kindertagesstätte Villa Kunterbunt (Protestant day-care center) Chemnitzer Str. 10 b, 42489 Wülfrath	Mrs. Holst 02058 / 73194
Kath. Kindertagesstätte St. Maximin (Catholic day-care center) Dorfstr. 20, 42489 Wülfrath	Mrs. Knapp 02058 / 87261
Ev. Kindertagesstätte Düsseler Tor (Protestant day-care center) Düsseler Str. 60, 42489 Wülfrath	Mrs. Girschewski 02058 / 782360
Integrated day-care center of the Caritas Association for Mettmann County „Arche Noah“ Flandersbacher Str. 17a, 42489 Wülfrath	Mrs. Engel 02058 / 1375

Schools in Wülfrath

Children of asylum seekers have the right to attend school until their asylum has been approved by the "Bundesamt" (federal migration office) in North-Rhine Westphalia. Children of foreign parents with a residence permit or belonging to a family with approved refugee status are required to attend school.



<http://www.wuelfrath.net/stadtverwaltung/schulen-und-kindergaerten/schulen/>

Elementary Schools

Grundschule Ellenbeek	02058 / 2585
Tiegenhöfer Straße 16	02058 / 782370
	02058 / 781998
Grundschule Lindenschule	02058 / 778120
Lindenstraße 26	02058 / 778129
Grundschule Parkschule	02058 / 78290
Parkstraße 14	02058 / 782919

Attention:

These municipal elementary schools usually open between 7:30 and 8:00. For families wishing their children to remain at school until 16:00, a noon meal and afternoon program are offered by the OGATA (open all-day school). The afternoon program, including lunch, costs between 50 and 100 €, but you can apply for a reduction.

Secondary Schools

Theodor-Heuss-Realschule (Junior high school)	02058 / 923120
Bergstraße 20	02058 / 923129
Städtische Sekundarschule Wülfrath (Junior high school)	02058 / 923130
-Sekundarstufe I- Bergstraße 20	02058 / 923129
Städtisches Gymnasium (Classical high school)	02058 / 3315
Kastanienallee 63	02058 / 782780
	02058 / 3874

Continuing Education ("Volkshochschule Wülfrath-Mettmann") VHS

Integration courses: 02104 / 139240

Important Telephone Numbers:

Organization	Phone numbers
Police	110 (in emergencies)
Fire department and rescue service	112 (in emergencies)
Medical stand-by for emergencies ("Bereitschaftsdienst")	116 117
Medical emergency clinic in Velbert	02051 - 98 211 00
Helpline for pregnant women in distress - anonymus und safe -	0800 4040020
Women' refuge in Mettmann County (shelter for battered women)	02104-922220
Stand-by service for pharmacies (toll-free number from fixed telephone line)	0800 0022833



[http://
www.aponet.
de](http://www.aponet.de)

Interesting Internet links



[http://
www.proasyl.de/de/
service/beratung/
beratungsstellen/](http://www.proasyl.de/de/service/beratung/beratungsstellen/)



[http://
www.frnrw.de/](http://www.frnrw.de/)

