









Welcome guide (13.11.15) for refugees and asylum seekers

We would like to welcome you to the City of Vöhringen and hope that our 'Guide for refugees and asylum seekers' will help you to find answers to the most important questions you may have on topics such as first orientation, language, integration, education, health assistance and support.

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Important telephone numbers (country code for Germany: 0049)

- Emergency rescue service ☎ 112
- Police ☎ 110



Arriving and finding your way

Facts and figures

- 13.044 inhabitants. Mayor: Karl Janson
- Administrative district: Neu-Ulm, German state: Bavaria
- Next great town: City of Ulm (119.218 inhabitants), 16 min by train.
- Next airports: Munich (170 km), Stuttgart (100 km)
- Name of the volunteer organisation for refugees in Vöhringen: "Freundeskreis Asyl Vöhringen"
- Cost free offline map (OpenStreetMap) of Bavaria. App for smartpones www.osmand.net (Android, apple, windows) . Download the map of Bavaria: Global app settings >map management > click here to download or update offline map files > Europe-Germany-Bayern.



Important codes of behavior in Germany

Life in a new country provides a lot of challenges, especially the new language and different social and legal systems. Depending on the country you come from, there may be also great differences in society and culture.

- Treat all people with respect regardless of their origin, opinion, religion and culture.
- Don't make loud noise during the night from 10:00 PM to 6:00 AM outside. People in your neighbourhood want to sleep.
- Do not throw waste on the street or the environment.
- Violence against children, women and homosexual persons is not accepted in Germany.
- Please respect our different behavior towards women. A single woman walking alone on the street during the day or in the night does not mean she is a prostitute. It is intolerable to approach a woman on the street for having sex.
- Women have the same rights as men.
- Possessing and dealing drugs is illegal.
- Laws and regulations have to be obeyed.
- Do not enter private houses, gardens, private ground without invitation.
- You are responsible for your actions and your behavior. Any breach of laws and regulations (even using a bus/ train without a ticket) can cause big trouble in the procedure of political asylum.
- Further codes of behavior and information about life in Germany in your mother tongue: see www.refugeeguide.de

Internet/cell phone rates



- There is no internet/WLAN in your accommodation.
- Next internet café: Frauenstraße 35, Ulm (15 km away)
www.internetcafe-telenet-ulm.de
opening hours: Mo-Fr 10:00-22:00 Sa+Su 11:00-21:30



- SIM-cards with internet (between 9 and 15 euros without smartphone). Typical companies are: O2, Vodafone, ALDI talk, 1und1.de, klarmobil.de, tchibo.de

The rates have differences in:

- how many SMS are included?
- Flatrate for phone calls within Germany (mobil and fixed network) or are certain minutes included per month?
- How many megabytes (MB) internet traffic included?
- Do phone calls to other countries cause extra costs?

Bank account

If you have no bank account in Germany you have to go monthly to the Sozialamt in the city of Neu-Ulm to get your money in cash. If you have a German bank account you have to appear at the Sozialamt in Neu-Ulm only once every 3 months and show the statement of bank account there.



The documents you need to open a bank account vary from bank to bank. You have to start the procedure of opening a bank account in Vöhringen by yourself:

- Contact one of the local banks in Vöhringen. In any case you need at least an official Picture Identification and your Permission of Residence in Germany.
- The bank fill in the form with the title "Überweisung der Leistungen nach dem Asylbewerberleistungsgesetz (AsylbLG)" attached to this welcome guide. It has to be send to the Sozialamt.

In Vöhringen there are 3 banks:

- Raiffeisenbank Iller Roth Günz eG, Address: Ulmer Straße 16a
- Sparkasse Neu-Ulm Illertissen, Address: Vöhlinstr. 12
- VR-Bank Neu-Ulm/Weißenhorn eG, Stadtcenter 11
- Next Western union shops (approx. 16 km away):
„Internet cafe“: Address: Frauenstraße 35, Ulm
„Little Africa“: Address: Neue Straße 36, Ulm
„DEL TEL Neu-Ulm“: Address: Augsburgur Straße 21, Neu-Ulm

Public transport and bicycles



A bike is the best means of transportation within the city of Vöhringen.

New bikes are very expensive. Buy a donated and repaired second-hand bike (approx. 10-15 euros for refugees). It is recommended to lock bikes and participate a safety training because of our specific rules of conduct.

Interested to buy a second-hand bike or to learn how to repair a bike?



Contact person: Andreas Löffler (Freundeskreis Asyl Vöhringen)



The area served by the **DING** transport association is divided in zones. The ticket price depends on the number of intersected zones.

Bus schedule information (in German only): look for the "DING" app.

You can buy Tickets also in the bus. Travelling without a ticket: 60 euros penalty!



Train schedule and price information of the "Deutsche Bahn":

<http://reiseauskunft.bahn.de> (also in English!)

You must buy train tickets in advance at the ticket machine at the station!

For travelling within Bavaria (1-5 persons): Use the so called "Bayernticket", valid only in regional trains in Bavaria (announced as "RE" and "RB") and often also in tubes of greater cities like Munich

- Valid only between 9 AM to 3 AM in the night.
- Price: 1st person: 23 euros, each further person: 5 euros extra.
- You have to sign the ticket with your name and surname in printed letters (if not, you have to pay a punishment of 60 euros!)

Ticket prices (one-way, train):

		Train station	Zones	Adult	Adult with DING chipcard	Children 6-14 years
16 min	↑	Ulm	4	4,00 Euro	3,65 Euro	2,40 Euro
13 min		Neu-Ulm	4	4,00 Euro	3,65 Euro	2,40 Euro
10 min		Finninger Str.	4	4,00 Euro	3,65 Euro	2,40 Euro
5 min		Senden	2	2,50 Euro	2,30 Euro	1,50 Euro
	●	Vöhringen		1,35 Euro	1,20 Euro	0,95 Euro
3 min	↓	Bellenberg	1	1,75 Euro	1,60 Euro	1,15 Euro
7 min		Illertissen	2	2,50 Euro	2,30 Euro	1,50 Euro
15 min		Altenstadt	3	3,30 Euro	3,00 Euro	2,00 Euro
25 min		Kellmünz	4	4,00 Euro	3,65 Euro	2,40 Euro
36 min		Memmingen			Memmingen is no more in DING area. Buy a dB-Ticket: one-way 8,10 Euro	



Asylum seekers temporarily can travel throughout the whole administrative region Swabia (Schwaben) without a further permit. For a refugee/ asylum seeker it is also allowed to travel to Ulm **during the day**, although Ulm is not situated in Bavaria.

- **Next international food stores**
 - **Bay supermarket** (Turkish food also)
Address: Ulmer Straße 4 - Distance: 900 meters
 - **Internetcafe telenet ulm (Indian food)**
Frauenstraße 35, Ulm - Distance: 15 km



Advice & support

Problems, crises and conflicts have been part of our life. In Germany you may have to deal with other problems and challenges. It is important to recognize them and find solutions. Seek advice and ask the contact person of the Diakonie, Daniel Sperl, during the consultation hour or ask one of our volunteers of the "Freundeskreis Asyl Vöhringen" where you can get help. If your asylum procedure was successful, the Diakonie is no longer your contact point - from now on please apply to the authorized person for integration (Integrationsbeauftragte) at the Landratsamt Neu-Ulm: Mirjam Schlosser.

Diakonie Neu-Ulm – advice, information and support

You need assistance especially in helping you with filling in your documents, providing advice about health care, money issues, legal advice etc.

- 👤 Contact person: Mr. Daniel Sperl
Consultation hour in Vöhringen, Wielandstraße 5 (same office as the condrobs Organisation): Tuesday from 9 to 12 AM
- ☎ Phone: 0176-45565112
- @ Email: d.sperl@diakonie-neu-ulm.de

Lawyers for asylum law

A recommendation by the Flüchtlingsrat Ulm, Homepage

- <http://www.fluechtlingsrat-ulm.de/kooperationen/>
- ✉ Address: Neue Str. 40, 89073 Ulm
- 👤 Mr. Christoph Käss
- ☎ Phone: 0731-1518700 Fax 0731-1518702
- @ Email: kaess-vollmer-zilles@t-online.de

Municipality - coordination between administrative district and the municipality

- ✉ Address: Hettstedter Platz 1, 89269 Vöhringen
- 👤 Contact person: Simone Thalhofer-Preußner
- ☎ Phone: 07306/9622-22-81
- @ Email: hauptamt@voehringen.de

Clothes and shoes, food



Nearest cheap second-hand clothes (donations of citizens for refugees)



- **Kleiderkammer Illertissen.** Distance from Vöhringen: 7 km
Address: Josef-Lumper-Straße 1, Illertissen
Opening hours:
1st + 3rd Tuesday monthly: 9:00 AM -11:30 AM
2nd + 4th Tuesday monthly: 3:00 PM -6:00 PM
- **Kleiderkammer Wullenstetten.**
Distance from Vöhringen: 5,6 km
Address: Friedensstr. 17, Senden-Wullenstetten
Opening hours: each Tuesday from 3:00 PM to 7:00 PM



- **The cheapest food supermarkets next to you:**



Aldi

Adalbert-Stifter-Straße 36
Mo-Sa 08:00 AM to 08:00 PM
Distance: 500 meters

Norma

Falkenstraße 32
Mo-Sa 08:00 AM to 08:00 PM
Distance: 200 meters

X: Refugee Accommodation



Education, language and integration

Asylum seekers **with a residence permit** get the warrant for an integration and language course (660 hours) in the district of Neu-Ulm. Refugees from Syria, Iran, Iraq and Eritrea get language courses without residence permit. It is important that you make an active effort to learn the German language and way of life, to become integrated into society, to come in contact with Germans, to inform yourself about the social and legal system.

For people who have not yet a residence permit, the volunteers of the “Freundeskreis Asyl Vöhringen” offers German classes in the “Uli-Wieland-School”, Kirchplatz 4. Usually the class size is up to 10 students, both women and men together. There are also online-classes in your native language for self-training: <http://www.iwdl.de/cms/lernen/start.html> or <http://www.goethe-verlag.com/DE/>

Which German class-levels are offered by the volunteers?

The **“ABC-class”-level** is aimed at migrants who do not yet know our alphabet. Learn our 30 letters in a playfully way!

The **“German for Beginners I”** – level is aimed at migrants you know already the German alphabet but do not know how to spell the letters in German. Course aim is: You know how to pronounce German letters in a correct way. You are able to introduce yourself to other persons, ask the way, etc.

The **“German for Beginners II”** – level is aimed at migrants you know already the Arabic alphabet and want to communicate in a better way.

If training schedule during school holidays has to be changed it will be announced in advance.

Class schedule (UWS: Uli-Wieland-School, RS: Realschool)

Level	Mo	Tue	Wed	Thu	Fri
ABC-Class		17:30 UWS	17:30 UWS	17:30 UWS	17:30 UWS
Beginners I	17:30 UWS	17:30 UWS			17:30 UWS
Beginners II	17:30 UWS	16:15 RS			17:30 UWS



During course time (1.5 hours per day) a volunteer takes care of your children in the same building. Don't worry about that.

Thank you for your understanding that we have to demand a contribution towards our expenses for the German class books.

Which course level fits best for you?

Visit us on Friday in Uli-Wieland-School at 5 PM, address: Kirchplatz 4.

Day care facilities for children in the city of Vöhringen

Day care facilities for children are an important educational institution for preschool language acquisition and play an essential role in promoting integration. There are several day care facilities in Vöhringen and nearby villages. The ownership of the day care facilities are in Vöhringen: catholic or protestant church, communal or other social oriented organisations.



You cannot choose the day care facility you want for your children! It is strongly regulated – also for Germans. Maybe you have to take a bus although there is another day care facility just 10 minutes away.

Schools

Children of asylum seekers have to go to school. Children and teens who speak only a few or no German words visit a so called „Übergangsklasse“. Aim of this sort of class is to integrate the children in normal classes afterwards. In Vöhringen there are not Übergangsklassen for all ages of children.

Schulamt



Contact person: Director Dr. Ansgar Batzner



0731-9749413



Health care & doctors

The social assistant office, called “Sozialamt” in German is situated in Neu-Ulm and responsible for all questions around health care, consultation of doctors and hospital stay. You can also talk to the contact person of the Diakonie during their consultation-hours in Vöhringen.

What to do before consulting a doctor/ dentist:

- Before consulting a doctor or dentist you have to apply the “Sozialamt” for a health insurance certificate (“Krankenschein”). Ask the contact person at the Sozialamt for sending the “Krankenschein” directly to your doctor.
- Before consulting a specialist: your family doctor has to write out a referral to a specialist. The “Sozialamt” then gives you a particular medical certification.
- Only the costs for the treatment of acute pains or diseases will be paid.
- The doctor’s offices have varied opening hours and most of them are closed on Wednesday and Friday afternoon and on weekends.

Costs for medicine:

- Over-the-counter medicine like headache tablets or cough syrup must be paid by the refugees or asylum seekers themselves. No compensation for the outlay!
- Asylum seekers have nothing to pay in the pharmacy for prescription medicine (instead of Germans).

Psychic traumas

Many refugees and asylum seekers are still suffering from traumas. You are unable handle the bad experiences you have made? Sleeplessness, aggressiveness, do you have flashbacks because of certain triggers? Don’t be ashamed to talk to somebody specialized in traumas.

Emergency rescue call

☎ Phone: 112

Advice and support by the Diakonie organisation

☎ Phone: 0731/7047823

Contact to the “Sozialamt” – social assistant office in the city of Neu-Ulm

☎ Phone: 0731/7040 –498 Mr. Neubrand or 0731/7040 -490 Mr. Schnauder

The next pharmacy (Apotheke) to your accommodation:

- „Apotheke am Ring“
Industriestraße 28 (250 meters away)



Accommodation, waste separation, ventilation & heating

As long as your asylum procedure is not yet successful you have to stay in the group accommodation.



- Treat the facilities, equipment and furniture in your accommodation responsible. Also the property of others! Damage in the accommodation will cause troubles.
- Keep the accommodation, the kitchen and the property around the house clean.
- Avoid unreasonable noise in the accommodation from 10.00 PM till 6:00 AM and during the day from 12:00 AM to 2:00 PM and on Sundays and specific German official holidays all day long.



- Smoking in the accommodation is not allowed!

Does anything in the accommodation not work, e.g. light bulb etc.?



Contact person: Mr. Groß (from the administrative district)



0731-9749413 best accessibility from 7 to 7:30 AM.



alexander.gross@lra.neu-ulm.de



Spokesman wanted!

For the volunteers of the Freundeskreis Asyl it would be very helpful to interchange with elected spokesman/ spokewomen of refugees in the accommodation Industriestraße.

The “Freundeskreis Asyl” will address this topic to you again.

Waste separation

The separation of household waste in Germany is totally different from your home country. Separating household waste in a correct way is very important in Germany – and complex. This is why do you should know more about separating household waste.

- The waste management company will not collect your waste if you ignore basic rules.
- Wrong waste separation is often a cause for problems in the accommodation, among the refugees themselves or with your German neighbors.
- Finally: Our aim is to protect our environment.

Heating and ventilation

The climate in Germany differs from your home country. There are some rules and recommendations for heating, hot water and ventilation you should know.

Why is it important to know this recommendations?

- Indoor humidity is a problem. Rooms infested by mold are dangerous to health!
- The costs for heating can explode if the inhabitants do not know rules about heating

Further information material: see also the

- guide for separating household waste attached
- guide for heating, hot water and ventilation attached



Culture & Sport

- The local sport club offers 19 different sports. Have a look at: <http://www.scvoehringen.de/index.htm?SCVHaupt/Abteil.htm>
- In summer many citizens go swimming to the nearby lakes.
- Next swimming pool:
 - "Nautilla": Address: Gottfried-Hart-Straße 6, Illertissen (9 km away)
Entrance fees: between 4,80 to 9,50 euros for adults and 3 to 6 euros for children depending on the hours you stay there.
 - "Hallenbad Senden" Address: Steinlestraße 12, Senden (5,5 km away)
Entrance fees: 5 euro for adults, 3 euros for children.
- If you want to visit cultural events in the city of Ulm (15 km from Vöhringen) you can register at the "mitgehörse ulm", an internet platform for people who do not want to attend alone cultural events in Ulm. <https://www.mitgehboerse-ulm.de/en/>
- Public library: Address: Kirchplatz 3, Vöhringen (in the Josef-Cardijn-House). Entrance opposite to the Uli-Wieland-School. You have to pay once a year a fee to loan out books.
Opening hours of the public library:
Tuesday: 9.30 AM - 10.30 AM. and 5 PM -7 PM, Wednesday: 2 PM- 4 PM
Thursday: 5 PM - 7 PM, Friday: 2 PM - 4 PM, Sunday: 10.30 AM - 12 AM



Work

It is not allowed to asylum seekers to work within the first 3 months in Germany. Companies can only employ asylum seekers with work permit if there is no German or citizen of the European Union who want this job. After having stayed legally 15 months steadily in Germany this approval is no longer necessary. The process to get a job is as follows: the firm with the job vacancy has to fill in a form and to confirm that they want you as a worker. The "**Ausländeramt**" (immigration office of the district) will forward this document to the "Bundesagentur für Arbeit" (= national employment center). You can only start working after the „Ausländeramt“ AND the „Bundesagentur für Arbeit“ has agreed. This takes several weeks - for many firms this long waiting time is a problem.

It is allowed to asylum seekers to do non-profit-making work. Often it is a good possibility to get in contact with Germans, German work culture and to practice German language. Most asylum seekers do non-profit-making work to have an entry of a German institution in their curriculum. In work we attach a high importance on punctuality. Each boss will notice readiness of mind and a high grade of willingness to learn – even if your German vocabulary is limited. The social assistant office, called "**Sozialamt**" can assign non-profit-making work to asylum seekers for a certain period of time. For that kind of occupation you will earn 1,05 €/ hour as an expense allowance. You can do up to maximum 80 hours of non-profit-making work per month.

Knowledge of the German language is very important for finding a job. Information on the job market can be obtained from the job information center, called "Agentur für Arbeit" (see www.arbeitsagentur.de – Information also in English).

Volunteers of the Freundeskreis Asyl Vöhringen can support you in writing an application / curriculum vitae.

Sozialamt – if you are interested in a non-profit-making work



Contact persons:



Mr. Neubrand, Tel. 0731/7040-498, heinz.neubrand@lra.neu-ulm.de



Mr. Schnauder Tel. 0731/7040-440, stefan.schnauder@lra.neu-ulm.de

Ausländeramt – work permits (in cooperation with the "Agentur für Arbeit")



Contact persons:

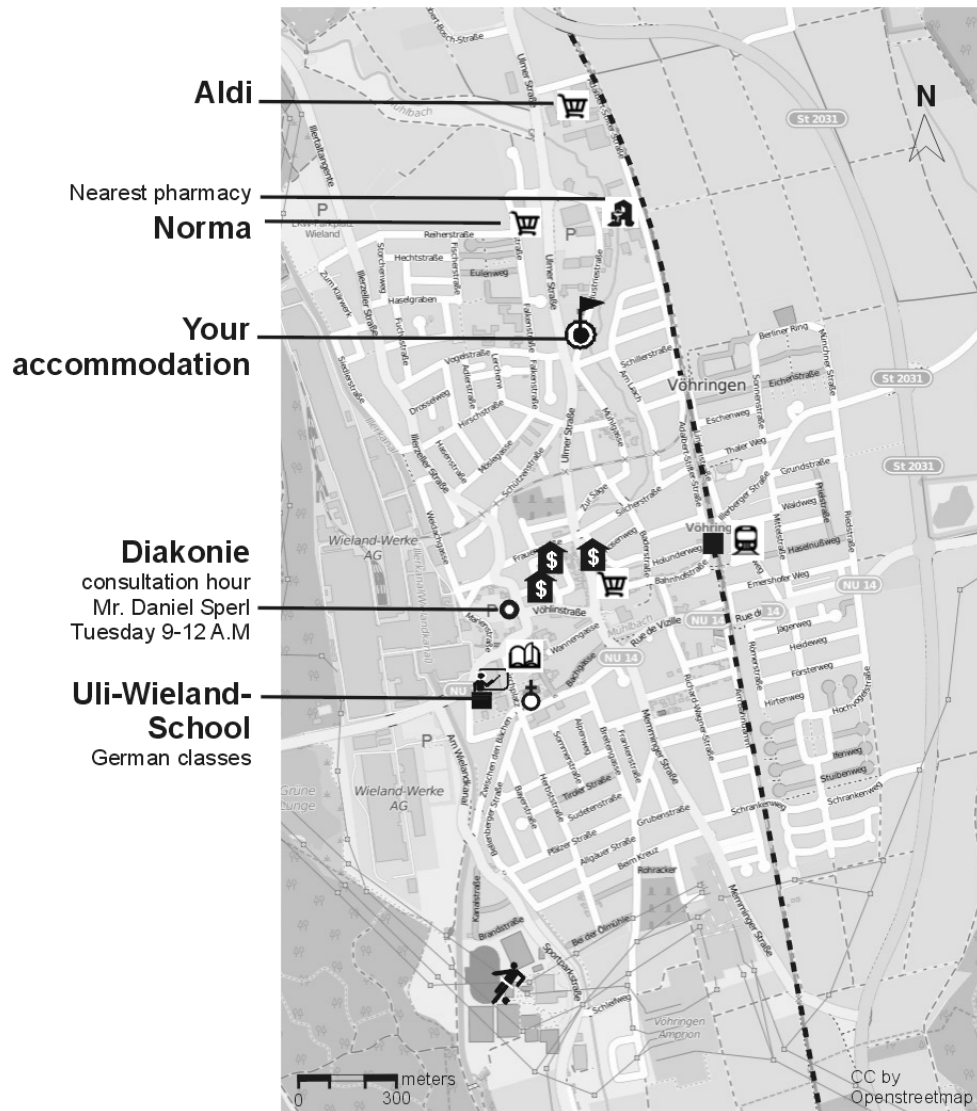


Ms Dankert , phone 0731/7040–508, tina.dankert@lra.neu-ulm.de



Ms Meier, phone 0731/7040–324, lilli.meier@lra.neu-ulm.de

Map with points of interest of this welcome guide



Glossary of German Words for authorities and documents

Apotheke	Pharmacy
Arbeitsagentur =Agentur für Arbeit (synonym)	Job information center
Ausländeramt	Immigration office of the district
Bundesagentur für Arbeit =Bundesagentur	National employment center
Diakonie Neu-Ulm	Welfare organisation. They look after refugees in Vöhringen and give them advice and support.
Freundeskreis Asyl Vöhringen	Volunteers in Vöhringen who were engaged in supporting refugees
Krankenschein	health insurance certificate
Sozialamt	Social assistant office of the district
Übergangsklasse	A school class especially for Children and teens of refugees with no or low knowledge of German. After having finished a "Übergangsklasse" they can visit a "normal" school class.

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Freundeskreis Asyl Vöhringen –no guarantee for the correctness of the information. Copying, using, editing text ist allowed!