

Welcome to Osnabrück!

Guideline for Refugees newly arrived



Welcome to Osnabrück!

An unknown city, a foreign language, you will be facing a lot of new challenges: dealing with authorities, running errands and adjusting to new rules.

These guidelines should assist you in finding your way around in Osnabrück. Here you will find important addresses, information and some helpful tips.



Ausländerbehörde (Aliens Authority)

The Aliens Authority is responsible for you from the very beginning of your stay in the city. You will clarify various immigration and legally required registration reporting issues here. This includes the first and very important step after arriving in the city: **Registration**. To be able to register, you will need an appointment. For this, a one-time appointment is set up for you by the Aliens Authority and you will be notified. It is conceivable that you might have to wait a few weeks until you receive an appointment. Please be patient, be sure to keep the appointment and please be there on time! If you have to rebook an appointment yourself, it will likely be first available eight to ten weeks later.

Scheduling an appointment

There are two ways to do this: Either on the website of the City of Osnabrück, www.osnabrueck.de/terminvergabe (> **Ausländerbehörde [Aliens Authority]** > **Termin vereinbaren [Schedule appointment]**), or alternatively by phone. For this purpose, please call tel no. 0541/3234500. You can call on Mondays, Tuesdays, Thursdays and Fridays from 8 a.m. to 11 a.m. If you book via Internet: You must select a service (an issue) and specify the number of people in your family. Please remember that you must enter a valid e-mail address. After the appointment is scheduled, you will receive a confirmation e-mail. Make sure that you have the access to your e-mail inbox. The sender is noreply@timeacle.com and the subject will be "Ihr timeacle Ticket bei Stadt Osnabrück am (xx.xx.201x) um xx:xx Uhr [Your timeacle ticket for the City of Osnabrück on (xx.xx.201x) at xx: xx]".

This step is also required for subsequent requests and issues and the following applies: It can take several weeks before your appointment can be scheduled. Please be patient and be sure to keep the appointment. For all future matters in the Aliens Authority, proceed as described.

Sozialamt (Social Welfare Office)

In order first to get money for living expenses (e.g. for food, clothing and household goods), you must register at the Social Welfare Office. It is located in the Stadthaus 2.

Opening hours:

Mondays, Wednesdays, Fridays 8:30–12:00
Thursdays 14:00–17:30



**Ausländerbehörde
(Aliens Authority)**
Stadthaus 1
1st Floor, Room 129
Natruper-Tor-Wall 2
49076 Osnabrück



**Sozialamt
(Social Welfare Office)**
Stadthaus 2
Natruper-Tor-Wall 5
49076 Osnabrück

Contacts for Flüchtlingssozialarbeit (Refugees Social Work)

If you have problems with your documents, your mail or for any other questions, you can ask the staff from the coordination body for the Flüchtlingssozialarbeit (Refugees Social Work) for assistance. All staff members speak English.

Contacts

Mr. Lars Brink	Tel. 0541/3234508
Ms. Nadya Dikmen	Tel. 0151/20413482
Ms. Maria Helm	Tel. 0171/3070421
Mr. Philipp Jansen	Tel. 0159/04556016
Ms. Melanie Kröger	Tel. 0173/7529583
Ms. Randa Menkhaus	Tel. 0160/96956043
Ms. Sandra Steinkühler	Tel. 0159/04556014

Consultations are regularly held in the collective living quarters. The times are posted in your communal living accommodations. You can also pick up an overview in the Social Welfare Office.

Illness

If you receive money from the Social Welfare Office, you must obtain a medical certificate from the Social Welfare Office before seeing a doctor or going to a hospital for treatment.

Please note:

- Without a medical treatment certificate, there will be no treatment and no medications!
- Only prescriptions printed on red paper will be accepted by the Social Welfare Office. You must pay for prescriptions printed on green paper yourself.
- Only acute illness cases are covered by the Social Welfare Office, chronic diseases are only covered after a review and arrangement
- The cost of eyeglasses is never covered by the Social Welfare Office
- You will need a new medical certification per quarter and per physician (every three months; January–March, April–June, etc.)
- You need a medical certificate for each specialist
- For a dental visit, an extra medical treatment certificate (in blue) is issued

Medical Emergency

In severe cases, go to the hospital. If you are no longer able to drive yourself to the hospital, call an ambulance.

Important note:

Only call an ambulance in case of **absolute emergency!** For example, in the case of a fall with acute injuries, a heart attack or a stroke. The use of an ambulance **if there is no emergency** could cost you up to € 600!

If you need medication, you can also get these at night and on the weekend at emergency pharmacies (www.noz.de/mehr/notdienste). If a doctor is necessary and your GP is closed, you can also go to the emergency clinic (Bischofstraße 28) or go to the emergency room at the Marienhospital.

Physicians

General practitioners

(For example)

Community practice Georg Meyer and Larissa Lippert

Address: Bischofstraße 28–30, Tel. 0541/5802800

Practicing physicians:

Dr. Amal Al-Alwan (She speaks Arabic)

Consultation hours: Monday–Thursday 8:00–13:00

Tuesdays 15:00–18:00

Dr. Saydo (He speaks Arabic and Kurdish)

Consultation hours: Monday–Friday 8:00–12:00

Mondays, Tuesdays, Thursdays, Fridays 14:30–17:00

Hospitals

Marienhospital (hospital situated in the city centre)

Address: Bischofstraße 1, 49074 Osnabrück

Contact: Tel. 0541/3260

Paracelsus-Klinik

Address: Am Natruper Holz 69, 49076 Osnabrück

Contact: Tel. 0541/9660

Klinikum Osnabrück

Address: Am Finkenhügel 1–3, 49076 Osnabrück

Contact: Tel. 0541/4050



Pregnancy / infants

[SKF – Sozialdienst katholischer Frauen e.V.](#)
[Johannisstraße 91](#)
[\(in the Caritas building\)](#)
[49074 Osnabrück](#)
[Tel. 0541/338 76 10](#)

Get advice on issues relating to pregnancy at the SKF – Sozialdienst katholischer Frauen e.V. (Catholic Women's Welfare Service). You will need an appointment. You can arrange it at this phone number: 0541/338 76 10.

The three employees will let you know what documents you need for the consultation and support services.

Good to know:

Several points will play a role before the birth, especially the pregnancy record which you receive from your gynaecologist and the selection of the hospital, a doctor, a midwife and the applications for these. Please keep the pregnancy record with you at all times in case of emergency!



Osnabrück pass

[Fachbereich Integration, Soziales und Bürgerengagement](#)
[\(Integration, Social and Citizen Engagement\)](#)
[foyer Stadthaus 2](#)
[Natruper-Tor-Wall 5](#)
[49076 Osnabrück](#)
[Tel. 0541/323 25 00](#)

With the Osnabrück pass, you receive certain benefits and access to offers:

- Financial aid for the costs of school and learning materials
- Discounted food for children and young people through different providers
- Free holiday pass
- Many discounts (e.g. for zoo visits, city tours, club fees, etc.)
- Exemption from the costs in holiday nurseries/kindergartens, holiday crèches and holiday activities
- Delivery of food by the Osnabrücker Tafel

You can get the Osnabrück pass in the Integration, Soziales und Bürgerengagement (Integration, Social and Citizen Engagement) Department in the foyer of the Stadthaus 2, Natruper-Tor-Wall 5, 49076 Osnabrück, Tel. 0541/323 25 00. Please bring your ID card and services verification.



Osnabrücker Tafel

[Osnabrücker Tafel e.V.](#)
[Schlachthofstraße 1](#)
[49074 Osnabrück](#)

With the Osnabrück pass, you can get food at the Osnabrück Tafel. The Osnabrücker Tafel is located at the following locations:

Osnabrücker Tafel e.V.

Opening hours:

Mondays, Tuesdays, Thursdays, Fridays: 12:30 – 16:30

Wednesdays: 13:00 – 16:00

Branch Office Dodesheide

Community Centre Lerchenstraße

Address: Lerchenstraße 135, 49088 Osnabrück

Opening hours: Mondays 14:00 – 16:00

Branch Office Eversburg

Former district library

Address: Atterstraße 95, 49090 Osnabrück

Opening hours: Wednesdays 13:30 – 16:00

Clothing bank & social department stores

Here you can get cheap or free clothes and household goods/furniture:

Möwe (social department store)

Address: Hauswörmannsweg 88, 49080 Osnabrück

Tel. 0541/506 88 13

Opening hours: Monday – Friday 9:00 – 18:00

Saturdays 9:30 – 16:00

Jonathans & Annas Laden (social shop)

Address: Johannisstraße 88, 49074 Osnabrück

Tel. 0541/335 66 61

Opening hours: Monday – Friday 10:00 – 18:00

Saturdays 10:00 – 16:00

DRK-Shop

Address: Niedersachsenstraße 15 a (corner Konrad-Adenauer-Ring), 49074 Osnabrück

Tel. 0541/358 38 27

Opening hours: Monday – Friday 10:00 – 18:00

Saturdays 10:00 – 14:00

Kleiderkammern

Pfarrhaus Heilig Kreuz

Address: Schützenstraße 87, 49084 Osnabrück

Opening hours: Thursdays 9:30 – 12:00, 14:30 – 17:00

Sodi – Soziale Dienste SKM gGmbH

Address: Bramscher Straße 11, 49088 Osnabrück

Opening hours: Monday – Friday 9:30 – 12:00

In Germany, there are also **flea markets** where you can buy cheap clothing, housewares, etc. Ask your social worker about it.

School/nursery school

School is compulsory for all children from the age of six in Germany. The application is then done individually. Talk to the employees from the coordination body for the Flüchtlingssozialarbeit (Refugees Social Work). There is also the possibility of finding a nursery/kindergarten or crèche for children less than six years of age.

Ms. Grosser and Ms. Haarmeier of the RAZ, Regionalen Arbeitsstelle zur Förderung von Kindern und Jugendlichen aus Zuwandererfamilien (the Regional Office for the Promotion of Children and Adolescents from Immigrant Families) will take care of school placement and language classes if the children are registered with the RAZ (Tel. 0541/8007833).

Opening bank accounts

You must have your own bank account where you can receive payments, etc. from the Social Welfare Office. An account can only be opened when a German-speaking translator is present, in this case (e.g. an employee from the coordination body of the Flüchtlingssozialarbeit [Refugees Social Work]).

To open an account, you need to bring:

- Your ID card or your passport
- Your registration certificate
- € 10 (ten) which will be paid into the account

When you have opened the account, you will receive two letters from the bank, one with your PIN number and one with your bank account card.

Caution: This PIN number is confidential! Please do not show it to anyone and do not store the PIN together with the card.

You can withdraw your money at ATM machines, and there is also a second machine where you can print out account statements. (In this way, you can check how much money you receive and also how much is debited from your account.)

Please note:

- At the beginning of the month, small charges may apply
- Always have some credit (at least € 10 in your account)
- You cannot pay for items which cost less than € 10 with your bankcard
- It is best to withdraw money from an ATM and then pay cash
- If you pay with your card and the account does not have sufficient funds, the transaction will be immediately denied!

Asylum and residence issues

For questions on asylum and residence issues, please contact:

Exil e.V. – Osnabrücker Zentrum für Flüchtlinge (Osnabrücker Centre for Refugees)

Contact: Ms. Britt Bartel, Tel. 0541/7602448

Office hours: Tuesdays 14:00–16:00

Agentur für Arbeit (Employment Agency)

Register at the Employment Agency. They can advise you on all matters relating to the local labour market, the various professions and activities, necessary skills, suitable jobs and education/training.

Please visit the Employment Agency with your documents on residence status and curriculum vitae and sign in in the entry area. After registration, you will receive a timely invitation from your personal mediation specialist for a counselling session.

Opening hours:

Mondays 8:00–15:30

Tuesdays 8:00–12:00

Wednesdays 8:00–12:00

Thursdays 8:00–18:00

Fridays 8:00–12:00

Mailboxes

In Germany, you will frequently receive important messages by mail, for example, with regard to your asylum procedure. The letters should be able to reach you. Please label your mailbox clearly and legibly. Write your name exactly as it is recorded on your identity card. In some accommodations, there are collective mailboxes. You do not need to write your name on these.

Language learning assistance

For information on language learning opportunities, please get in touch with your contact from the coordinating body of the Flüchtlingssozialarbeit (Refugees Social Work).



[Exil e.V.](#)

[Rolandsmauer 26](#)

[Lagerhalle, Room 210](#)

[49074 Osnabrück](#)

[Tel. 0541/7602448](#)



[Agentur für Arbeit](#)

[\(Employment Agency\)](#)

[Johannistorwall 56](#)

[49080 Osnabrück](#)

[Tel. 0800/4555500](#)



Stadtbibliothek (City Library)

[Stadtbibliothek
\(City Library\)
Am Markt 1
49074 Osnabrück
Tel. 0541/323 2007](#)

Books and tutorials for both adults and children can be found here. You can use learning software, for example, for the German language on a computer.

Opening hours:

Monday–Friday 10:00–18:00

Saturdays 10:00–15:00

Waste separation / recycling

The waste in households must be separated as follows;

- **Yellow bin/yellow bag:** plastic, beverage cartons, aluminium, tins
- **Blue bin:** paper and cardboard
- **Black bin:** non-recyclable waste like porcelain, sanitary articles, disposable nappies, cigarette butts
- **Brown bin:** organic waste, such as food scraps, coffee or tea filters (please do not dispose of in plastic bags)
- The waste belongs in the bins!
- **Container for collecting glass:** Separation by colour: White, green and brown glass.



Debt assistance counselling

[SKM – Katholischer Verein
für soziale Dienste
in Osnabrück e.V.
\(Catholic Association
for Social Services\)
Alte Poststraße 11
49074 Osnabrück](#)

If you have debt, you can receive help, for example, in the debt assistance counselling of the SKM – Katholischer Verein für soziale Dienste in Osnabrück e.V. (Catholic Association for Social Services).

Contacts:

Mr. Ralf Krons, Tel. 0541/331 44 35

Ms. Ulrike Vennemann, Tel. 0541/331 44 32

Open office hours (without an appointment):

Mondays, Wednesdays, Fridays 9:00–12:00

Thursdays 14:00–17:30

For the initial consultation, you must make an appointment. You can arrange for one by phone or in the open consultation. Please bring all your invoices and documents associated with the debts to this appointment.

Property and personal insurances

In Germany, there are many different types of insurance and insurance companies. In addition to statutory insurance, you have the possibility to take out private insurance policies. These differ in nature, scope and price. Depending on the needs and life situation, we decide which of the types of insurance is best for us: for example liability insurance, household insurance or legal insurance. All private insurance policies listed are voluntary services.

The **private liability insurance** is relatively cheap and good to have in case of damage. It covers (material) damage which you or a co-insured family member has unintentionally inflicted on another person. **We recommend that you take out this insurance.** For information on this, please get in touch with your contact from the coordinating body of the Flüchtlingssozialarbeit (Refugees Social Work).

Addendum: Guide to life in Germany

You probably have more questions about life in Germany in general, for example how does social coexistence function or what personal freedoms do I and my fellow human beings enjoy?

Some drop-in centres, including the Flüchtlingssozialarbeit (Refugees Social Work), provide the **Refugee Guide** free of charge. It can also be called up in several languages on the Internet (www.refugeeguide.de); these include Arabic, Dari, German, English and French, Kurdish, Pashtu, Russian, Tigrinya, Turkish, and Urdu.

For a copy in your native language, please get in touch with your contact at the Flüchtlingssozialarbeit (Refugees Social Work).

Important

Employees of aid organizations, authorities (e.g. Jobcenter, Sozialamt) and volunteers are not allowed to take money or other gifts and rewards for their help! If anyone takes or demands money, gifts or rewards for their help, please inform the aid organizations or the police.

Created by



Wir finden den Weg. Gemeinsam.

Outlaw
Kinder- und Jugendhilfe

Publisher

City of Osnabrück
Fachbereich Integration, Soziales und Bürgerengagement
Fachdienst Integration (50-5)
Stadthaus 1
Natruper-Tor-Wall 2
49076 Osnabrück

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