

ENGLISCH

Reassuring info
for
your health!

THE LITTLE HELPER FOR REFUGEES IN BERLIN

Mut machende Infos
für
Ihre Gesundheit!

KLEINER WEGWEISER FÜR GEFLÜCHTETE IN BERLIN

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LEGAL NOTICE

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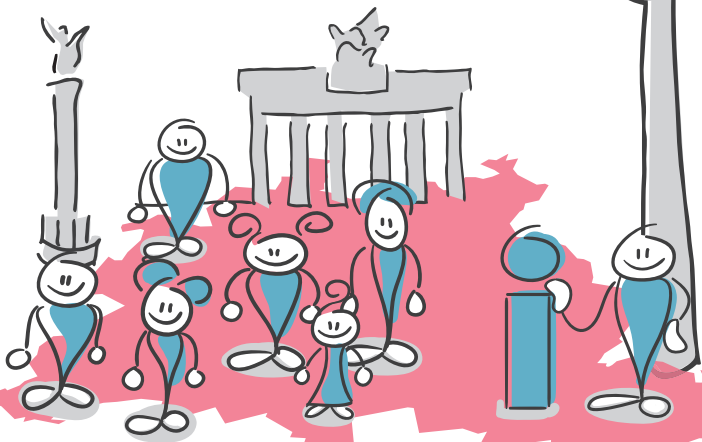
Use of gendered language: Every effort has been made to use gender-neutral pronouns and terminology within this text. In cases where this was not possible for reasons of legibility, the masculine form has been used alone and should be understood as including persons of all genders.

Welcome to Berlin!

Now that you've arrived, we'd like to give you some tips on looking after your health while you're here, and where to go if you need any help with any health-related issues.

You have been through a lot to get here, leaving your home and undergoing a dangerous journey. And now you need to adapt to living in a different country, acclimatise and start to build a new life. That's not an easy task. Especially if you're living in emergency or communal accommodation, it can be hard to find the peace and quiet to process what you've been through.

Each district of Berlin has a range of **help facilities and support centres** that can help you deal with your worries, problems or questions, no matter how big or small they seem. The people working for these services are well trained, and will advise you on a **confidential** basis and usually **free of charge**.



Do you need to talk to someone?

We can help!

TransVer

For those dealing with stress and traumatic experiences: Counselling and help in a number of languages

Brunnenstrasse 188–190

10119 Berlin-Mitte

Tel.: 030 209 69 04 - 0

transver@charite.de

www.transver-berlin.de

Tue 14:00–18:00

Thu 9:00–13:00

Xenion, Psychosoziale Hilfen für politisch Verfolgte

Counselling and treatment for traumatised refugees

Paulsenstraße 55/56

12163 Berlin-Steglitz

Tel.: 030 323 29 33

info@xenion.org

www.xenion.org

Mon–Thu

10:00–12:00

Zentrum Überleben

Psychological and social support for survivors of political persecution; counselling and treatment

Turmstraße 21

House K, entrance C, 3rd floor

10559 Berlin-Moabit

Tel.: 030 303 906 - 0

mail@ueberleben.org

www.ueberleben.org

Tel. Consultation hours:

Weds 11:00–12:00

Mobile Kontakt- und Beratungsstelle für Geflüchtete

Consultation for refugees in Friedrichshain-Kreuzberg on health,

psychiatric, psychological and social issues in German, English and Arabic

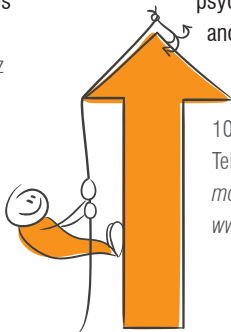
Oranienstraße 52

10969 Berlin-Kreuzberg

Tel.: 030 69 80 72 95

mobile.kbs-fk@kommrum.de

www.kommrum.de



Where can you go in a personal crisis?

If you or someone close to you is suffering from a crisis or depression, everything seems hopeless and there seems to be no way out, the Berlin Crisis Service can help.

Berlin Crisis Service

16:00–24:00:

Tel.: 030 39 063 -10 to -90

00:00–16:00, weekends

and public holidays:

Tel.: 030 39 063 -00

www.berliner-krisendienst.de

Telephone Counselling Service for Muslims

Tel.: 030 44 35 09 821

Refugee Counseling Helpline

Fri–Tue 17:00–21:00:

Tel.: 030 44 03 08 112

i.a. Arabic and English,

www.fluechtlingsseelsorgetelefon.de

Telephone Counselling Service

Tel.: 0800 11 10 111 or -222

Are you worried about a child?

The Children and Young people's Emergency Service and the Young Women's Emergency Service are available 24 hours a day, and provide immediate aid in all districts of Berlin in case of an emergency.

Child Protection Hotline

Tel.: 030 61 00 66 (24 hours a day)

www.hotline-kinderschutz.de

(Also available in Arabic,

Turkish and Russian)

Children's Emergency Service

Tel.: 030 61 00 61

Young People's Emergency Service

Tel.: 030 61 00 62

Young Women's Emergency Service

Tel.: 030 61 00 63



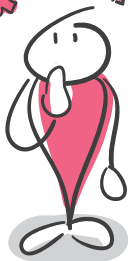
Points of contact at day care and school:

If you have any questions or problems, please speak to the carers at your day care facility. You can also do this at one of the regular parents' evenings. Schools in Berlin offer help in case of questions and problems, e.g. by appointing teachers to help with liaisons between pupils and staff or to handle health issues at school. Please speak to your child's teacher for further details.



Alcohol and drugs – how much is too much?

People can turn to drugs for many reasons – for pleasure, out of boredom, as a distraction from their lives or as a way of coping with their personal problems. Care must be taken to ensure that such substances are only consumed in moderation. Addictive substances do not solve problems – they cause them.



In Germany, there are both ***legal addictive substances***, such as cigarettes, medication and alcohol, ***and illegal addictive substances***, such as cannabis and heroin. It is possible to become addicted to all of these substances. Addiction is a recognised illness. It is not a weakness. Anyone can get addicted. And anyone can get help, too: there are many ways of getting advice and treatment for addiction. We have collected some important information and tips below.

What is allowed? What is forbidden?

The consumption of alcohol is allowed in Germany, but it is subject to certain rules:

Beer, wine and sparkling wine can be bought and drunk by persons aged 16 or older. Schnapps and other spirits can only be bought and drunk by persons aged 18 or over.

Many people in Germany drink alcohol, but it is still dangerous. For example, excessive consumption can lead to alcohol poisoning. Drinking before driving a car or riding a bike can lead to legal punishment, e.g. fines or arrest. In general, it is best to only drink a little alcohol, as it is a poison and thus very damaging to your body. **Your rule of thumb should be: “The less I drink, the better.”** Alcohol must never be drunk while pregnant, as it can stunt the baby's development. Alcohol should also be avoided when you are taking medication.

Tobacco can be bought and smoked in Germany by persons aged 18 or older. However, smoking is prohibited in many places, such as schools, trains, buses and restaurants. **Nicotine is always damaging** – it can cause cancer and other illnesses. Smoking is especially damaging to the health of young people and pregnant women.

Gambling

In Germany, gambling is officially permitted for persons aged 18 or older in official gambling halls or casinos. Private gambling for money and online gambling are prohibited. Addiction to gambling can lead people to lose all their money; they fall deep into debt and still feel unable to stop playing.

Medication

Medication can also be addictive – particularly sedatives, sleeping pills and painkillers. Therefore you should only take these kinds of medication exactly as instructed. Anti-depression medication is available only with a doctor's prescription, and must be taken in accordance with their instructions. In case of side effects, contact your doctor immediately.



Illegal drugs

The term “illegal drugs” refers to many substances, including cannabis, ecstasy, crystal meth, heroin and cocaine. The possession and sale of these drugs is prohibited and punishable by law.

You may often see people smoking cannabis in Berlin – however, it is still illegal. If you are caught with illegal drugs, you could go to jail or lose your residency permit.



Consequences for your residency permit



If you are convicted for committing a crime, it will be easier for the authorities to deport you. This applies to prison sentences and juvenile sentences, for example, even if these are suspended sentences. Serial theft and robbery are also sufficient grounds for deportation.

Under certain circumstances (e.g. if you refuse treatment), you can also be deported for “only” using heroin, cocaine, or other similarly dangerous drugs (Section 54, German Residence Act/AufenthG).

If you go to a support centre, you have no need to fear legal consequences. Consultation sessions are not reported to the police.

Child and youth protection

Children must not be allowed to consume addictive substances. This is forbidden in Germany, and can also severely damage their health. The bodies and minds of children and young people are still developing. This development can be massively impaired by alcohol, nicotine and other drugs. Children and young people require special protection. The German Youth Protection Act (Jugendschutzgesetz) defines what children and young people are allowed to do in public in Germany.

Special consultancy and help services are also available for children and young people.



Where does addiction start? Be on your guard!

Does someone in your family drink too much alcohol, smoke too much or take other drugs?

Don't be afraid to ask for help! In Germany, addiction is an illness that is treated free of charge.

If you are worried, contact one of the following addresses:

Fachstelle für Suchtprävention im Land Berlin

Advice and information
on addiction

Chausseestraße 128/129

10115 Berlin-Mitte

Tel.: 030 29 35 26 15

info@berlin-suchtpraevention.de

www.berlin-suchtpraevention.de

Mon 10:00 – 14:00

Tue 14:00 – 18:00

Thu 12:00 – 19:00

Fri 09:00 – 13:00

Guidance –

Advice on addiction for refugees

Advice for addicts, friends and family
members; help in case of emergencies

Genthiner Straße 48

10785 Berlin-Schöneberg

guidance@notdienstberlin.de

24-hour hotline:

Tel.: 030 19 237

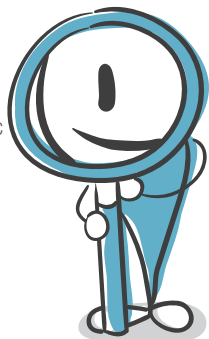
Opening times –

Weekdays:

08:30 – 21:30

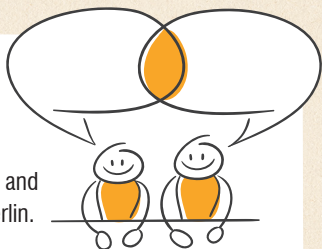
Weekends and public
holidays:

14:00 – 21:30



Alcohol and illegal drugs

There are support centres for alcohol, drug and medication addiction in every district of Berlin.



The contact details for these centres are listed in the **brochure** “**Sucht und Drogen – Wer kann helfen?**”, provided by the **Fachstelle für Suchtprävention Berlin** (030 29 35 26 15; info@berlin-suchtpraevention.de) or at www.sucht-drogen-rat-hilfe.de

Sucht und Drogen – Wer kann helfen?

Brochure of addresses in German,
Turkish and Russian

Free download:

www.tinyurl.com/hm5agzj

HaLT

Early intervention for young
persons with alcoholism

Große Hamburger Straße 18

10115 Berlin-Mitte

Tel.: 030 66 36 34 34

www.halt-berlin.de

Gambling

Café Beispiellos

Advice and help for gambling and
online gambling addictions

Wartenburgstraße 8

10963 Berlin-Kreuzberg

Tel.: 030 666 33 955

cafe.beispiellos@caritas-berlin.de

www.cafe-beispiellos.de

Aufbruch Neukölln

Self-help group for gambling
addicts, men's groups, consultancy
in German, English, Kurdish, Arabic,
Turkish and Russian

Uthmannstraße 19

12043 Berlin-Neukölln

Tel.: 030 60 92 81 03

Medical help and pregnancy

Malteser Migranten Medizin

Medical first aid (no health insurance required)

Aachener Straße 12

10713 Berlin-Wilmersdorf

Tel.: 030 82 72 26 00

MMMedizin@malteser-berlin.de

www.malteser-berlin.de

Tue, Weds and Fri: 09:00 – 15:00

Praxis für obdachlose und bedürftige Menschen c/o GEBEWO pro gGmbH

Medical care and consultation for the homeless and people in need

Stralauer Platz 32

10243 Berlin-Friedrichshain

Tel.: 030 29 66 85 36

arztpraxis@gebewo-pro.de

www.gbewo-pro.de/arztpraxis

Mon – Thu 09:00 – 14:00

Fri 09:00 – 13:00



Büro für medizinische Flüchtlingshilfe

Provides anonymous and free medical treatment, regardless of residency status

im Mehringhof, Gneisenaustraße 2a, rear courtyard, entrance 3, 2nd floor
10961 Berlin-Kreuzberg

Tel.: 030 69 46 746

info@medibuero.de

www.medibuero.de

Mon & Thu 15:30 – 18:30



Zentren für sexuelle Gesundheit und Familienplanung

Provide free contraception and gynaecological examinations in the district health centres for Charlottenburg-Wilmersdorf, Friedrichshain-Kreuzberg, Marzahn-Hellersdorf, Mitte and Steglitz-Zehlendorf.

www.berlin.de

Where can you find a doctor or dentist who speaks your language?

Ärztammer Berlin

The Berlin Chamber of Physicians – provides the addresses of multilingual local medical practices where you live.

Friedrichstraße 16
10969 Berlin-Kreuzberg
Tel.: 030 40 80 60
kammer@aekb.de
www.aerztammer-berlin.de

Balance Familienplanungszentrum

This family planning consultancy centre provides information on issues relating to health, sexuality, relationships, birth control, pregnancy and abortion. Special project for pregnant refugees, advice for migrants

Mauritiuskirchstraße 3
10365 Berlin-Lichtenberg/Friedrichshain
Tel.: 030 236 236 80
balance@fpz-berlin.de
www.fpz-berlin.de
www.tinyurl.com/juktabb
Mon & Fri 09:00 – 14:00
Tue & Thu 11:00 – 18:00
Weds 15:00 – 19:00



Help in case of crimes

In Germany, anyone can contact the police and they have to help. In case of an emergency, always call 110.

There are special centres that can help you if you are a victim of violence, sexual attacks or racism:

Weißer Ring

Counselling for victims of crime and violence

Tel.: 116 006 (nationwide)

Opferhilfe Berlin

Counselling and support for victims of crimes

Oldenburger Straße 38

10551 Berlin-Moabit

Tel.: 030 39 52 867

www.opferhilfe-berlin.de

ReachOut

Support centre for survivors of right-wing, racist or anti-Semitic violence

Beusselstr. 35, rear building, 4th floor

10553 Berlin-Moabit

Tel.: 030 69 56 83 39

info@reachoutberlin.de

www.reachoutberlin.de

Gewaltschutzambulanz der Charité

Drop-in centre for survivors of violence. Forensic and legally certified medical documentation of injuries without the need to notify the police immediately

Turmstraße 21, House N

10559 Berlin-Moabit

Tel. 030 45 05 70 270

Consultancy hours:

Mon–Fri 08:30 – 15:00

Ban Ying e.V.

Counselling and support for victims of human trafficking

Anklamer Straße 38

10115 Berlin-Mitte

Tel.: 030 44 06 373

beratung@ban-ying.de

www.ban-ying.de



Other useful addresses and sources of information

Wegweiser des Beauftragten für Integration und Migration des Landes Berlin

Addresses and points of contact
for migrants

Tel.: 030 90 17 23 51

[www.berlin.de/lb/intmig/service/
adressen/](http://www.berlin.de/lb/intmig/service/adressen/)

Flüchtlingsrat Berlin e.V.

Berlin's refugee committee is dedicated
to improving the situation for refugees.

It provides a lot of information,
including tips on the legal
framework. It does not
offer consultancy services.

www.fluechtlingsrat-berlin.de

Al Muntada

Advice for immigrants and
refugees from the Arabic region

Morusstraße 18A

12053 Berlin-Neukölln

Tel.: 030 68 24 77 19

almuntada@diakoniewerk-simeon.de

Tue 10:00 – 13:00

Thu 14:00 – 17:00

Flüchtlinge Willkommen

Helps to organise private accommo-
dation (e.g. shared flats) for refugees

Tel.: 030 92 10 04 45

hallo@fluechtlinge-willkommen.de

www.fluechtlinge-willkommen.de

Zentrum für Flüchtlingshilfen und Migrationsdienste (ZfM)

Social and psychological support
for refugees

Turmstraße 21

House K, entrance C, 3rd floor

10559 Berlin-Moabit

info@migrationsdienste.org

www.migrationsdienste.org

Drop-in centre for psychological support:

Mon 10:00 – 12:00

Thu 14:00 – 16:00

Tel.: 030 30 39 06 86

Drop-in centre for social
support and advice on
procedural issues:

Tue & Thu 09:00 – 12:00

Tel.: 030 30 39 06 54



**BBZ Beratungs- und
Betreuungszentrum für junge
Flüchtlinge und Migranten**

Provides advice and guidance for
young people throughout the asylum
procedure and on everyday issues
(e.g. school and careers)

Turmstraße 72, 4th floor

10551 Berlin-Moabit

Tel.: 030 66 64 07 -20

www.bbzberlin.de

Mon–Fri 10:00 – 18:00

OASE Berlin e.V.

Multilingual advice and guidance for
refugees, integration guides, etc.

InterKULTURelles Haus Pankow

Schönfließer Straße 7

10439 Berlin-Prenzlauer Berg

Tel.: 030 300 2440 40

kontakt@oase-berlin.org

www.oase-berlin.org

Mon–Fri 08:00 – 15:00

Schwulenberatung Berlin

Contact, advice and support for
LGBTI*Q refugees in German,
English, Arabic, Spanish and French

Wilhelmstraße 115

10963 Berlin-Kreuzberg

Tel.: 030 23 36 90 70

refugees@sbberlin.de

www.schwulenberatungberlin.de

Tue & Fri 14:00 – 18:00

24/7 emergency numbers

Fire service

Tel.: 112 (free call)

Police emergency line

Tel.: 110 (free call)

Emergency dental service

Tel.: 030 89 00 43 33

On-call doctor's service

Tel.: 030 31 00 31

**Emergency
centre in case
of poisoning**

Tel.: 030 19 24 0

