

# Information for asylum seekers and refugees

English edition



Issuer:

**Amt Preetz-Land**

- Head Official -

Am Berg 2

24211 Schellhorn

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### **In case of emergency please contact**

Fire department and ambulance: 112

Police department: 110

## i. Introduction

This brochure sets out principal basic information in the form of a handbook for the residence of asylum seekers and refugees in the area of Amt Preetz-Land. Many things may be arranged differently than in the home country of persons who are visiting us. This brochure should therefore be an opportunity to familiarise yourself with the new environment.

The brochure provides initial general information about questions of everyday life, for example, on the possibility of starting employment, going to school, visiting the doctor or using means of transport, as well as, at any one time, communicating with possible contact partners.

It also contains information about rights and responsibilities, the observance of which in social dealings are regarded as agreed by consensus and to be a basic condition for living together in this society.

Voluntary helpers can find a summary in this brochure about any questions that have been put to them.

### Contact details of the Asylum Seekers Benefits Authority

The relevant members of staff of the Asylum Seekers Benefits Authority at the office of Amt Preetz-Land (Am Berg 2, 24111, Schellhorn) are:

<b>Name</b>	Mr Eckhard Wichmann
<b>Field of responsibility</b>	Foreign Affairs
<b>Office</b>	Room 06
<b>Telephone</b>	04342 / 8866 - 06
<b>Office hours</b>	
Monday:	8.00 a.m. to 12.00 p.m. and 1.00 p.m. to 4.00 p.m.
Tuesday:	8.00 a.m. to 12:00 p.m.
Wednesday:	Closed
Thursday:	8.00 a.m. to 12.00 p.m. and 2.00 p.m. to 5.30 p.m.
Friday:	8.00 a.m. to 12.00 p.m.

<b>Name</b>	Mrs Filanza Bajrami
<b>Field of responsibility</b>	Care of asylum seekers
<b>Office hours</b>	Mon 8.00 a.m. to 12.00 p.m.
	Thurs 8:00 a.m. to 12.00 p.m. and 2 p.m. to 5.30 p.m.
<b>Office</b>	Room 05
<b>Telephone</b>	Office 04342 / 8866 – 05 / Mobile 0170 - 4666905

## II. Rights and responsibilities

### 1. General

You have rights and responsibilities like all people living in Germany. The restrictions, which asylum seekers and tolerated foreigners are subject to, are however a bit more extensive. Nevertheless, you should stand up appropriately for your existing rights, if you regard these as limited.

The Federal Republic of Germany is a constitutional state, in which democracy prevails. The courts and authorities work reliably. If the handling of your enquiry or of your application requires some time, this is because your request or your application is carefully examined.

### 2. Equal status of women and men

Women and men, according to the Basic Law, have equal rights in all social fields. It is, therefore, a matter of course that women in authorities and other institutions give instructions and make decisions. You must follow these instructions and decisions in exactly the same way as if given by men.

### 3. Free exercise of religion

All human beings have the right, as part of the constitutional order, to free exercise of religion, and equally the right, not to belong to a religion or faith. This applies to you as equally as it does to all nationals and foreigners, who are residing in the Federal Republic of Germany.

### 4. Child protection

Children have special protection. Any bodily harm to a child is a criminal offence and will be penalised by a fine or imprisonment.

### 5. Forbidden actions

As in every state, there are also a large number of laws in the Federal Republic of Germany, which penalise, or at least, treat as a summary offence, a specific action, sufferance or omission. In Germany, a criminal action or a summary offence is committed by anyone who

- takes hold of other people with physical violence, physically mistreats or sexually harasses other people;
- leaves the residential area, in which he must stay ("Residence obligation") without permission;
- harms the property of another or the furnishings of accommodation facilities;
- does not send children to school;
- works without a permit ("Illegal work");
- possesses illegal drugs or deals in them;
- falsifies documents;
- drives a motor vehicle on public roads without a driving licence or
- travels on public transport without a valid ticket

Please note that this list only contains the most important rules of conduct and is in no way complete!

### **III. Social benefits – Benefits according to the Asylum Seekers Benefits Act (Asylbewerberleistungsgesetz -AsylbLG)**

#### **1. Basic Benefits**

To ensure your means to live you will receive the so-called basic benefits, in accordance with § 3 AsylbLG, from Amt Preetz-Land.

These benefits are intended to cover the following requirements and you must also use them for this:

- Food, non-alcoholic drinks
- Clothing and shoes
- Housing, electricity and upkeep of the home
- Health care
- Transport
- Telecommunications
- Leisure time, entertainment, culture
- Education
- Accommodation and catering services
- Other goods and services
- Costs of accommodation and heating

Apart from the costs of accommodation and heating, benefits are provided by a lump sum, the so-called standard rate. Due to the standard rate a monthly budget is made available to you, with which you can, but also must, administer independently. As the lump sum has been designed to be a fulfilment of demand, no further services can be provided for current requirement. You will, however, receive a non-cash benefit for the basic equipment with the necessary household goods for your apartment. The costs for accommodation and heating are paid directly to the landlord.

You can find the amount of your monthly benefits in your notice of approval. Payment takes place each time on the 1st of a month, at the earliest, however, one work day prior to that (provided that the 1st falls on a weekend or public holiday).

#### **2. Local absence**

If you reside for longer than 3 days outside the District of Plön, you must inform the Asylum Seekers Benefits Authority at Amt Preetz-Land of this temporary local absence.

#### **3. Benefits in the case of illness, pregnancy and birth**

If you are taken ill or become pregnant or need assistance at a birth, you will receive the necessary benefits for this at doctors' practices, dentists or other service providers in the health service. Benefits to prevent a pregnancy or for a termination of pregnancy can likewise be applied for in the individual case. An insurance agreement with a compulsory health insurance fund does not exist. Please pay attention to the notes in the section on "Health" in the case of illness, pregnancy and birth.

#### **4. Benefits following acknowledgment as asylum seekers or refugees**

If you have been awarded the status of asylum-seeker or refugee, your claim to benefits according to the Asylum Seekers Benefits Act ends. If you then can still not make a living from your own powers and means (work, income, assets, help from a third party), you will receive upon application, benefits of the basic provision for jobseekers in accordance with the Second Book of the Code of Social Law (Sozialgesetzbuch II - SGB II) in the form of Unemployment Benefit II or Income Support.

You must apply for these benefits of the basic provision for jobseekers at the relevant job centre. You will also be given help there to be placed in a job.

Plön District Job centre, Preetz branch  
Bahnhofstr. 9+9a  
24211 Preetz  
Telephone for appointment allocation: 04342 7884-101

## IV. Health

### 1. Medical and dental treatments

A health treatment voucher must be obtained from the Asylum Seekers Benefits Authority for the doctor or dentist treating you, before each visit to the doctor. The health treatment voucher is valid for three months at the most. Health vouchers for medical treatments already carried out cannot be issued at a later date.

### 2. Doctors and dentists

Only doctors and dentists within the area of the district of Plön may be attended with the provided health voucher. A doctor in another location may only be called on in emergency or if specialist treatment is required.

### 3. Chemists

Medicines can only be obtained from chemists. Please find the location of chemists in the Appendix.

## v. Other forms of assistance

### 1. The Diakonie centre

Used items of clothing can be bought for a small fee at the Diakonie in

- Preetz (Kirchenstr. 38, 24211 Preetz) Mondays and Saturdays between 9.30 and 12.30 p.m. and Mondays, Tuesdays, Thursdays and Fridays between 2.30 and 6 p.m. as well as
- Preetz (Gasstr. 25, 24211 Preetz) Thursdays between 10.00 and 12:00 a.m. and Saturdays between 10.00 and 12:00 a.m.

You can obtain information about this offer on the telephone number 04342 / 79 83 73.

### 2. The issuing of food at the "Tafel"

The "Tafel" in Preetz (Gasstraße 25, 24211 Preetz) gives out food for a small charge. The precondition for this is the presentation of a pass of the Asylum Seekers Benefit Authority, which is handed over to you upon application. The "Tafel" is open on Tuesdays and Fridays from 1.45 p.m. to 3.30 p.m.

### 3. Fees for "ARD ZDF Deutschlandradio"

In the Federal Republic of Germany a fee must be paid by each household for receiving radio and television programmes. This fee is set and collected by "ARD ZDF Deutschlandradio". As long as you are receiving benefits in accordance with the Asylum Seekers Benefits Act, you can be exempted from payment of the fee. You must, therefore, submit the letter from "ARD ZDF Deutschlandradio" to the Asylum Seekers Benefits Authority, which certifies the preconditions. Do not ignore the letters from "ARD ZDF Deutschlandradio" and if in doubt submit them to the Asylum Seekers Benefits Authority.



## vi. Accommodation

### 1. Accommodation in residential property

The local regulatory authority of Amt Preetz-Land allocates you a specific place of residence, which you must move into. Unfortunately, individual requests cannot be taken account of in the allocation of accommodation, as the Federal Republic of Germany is also very short of living space. The allocation is therefore always to residential property that is currently available.

Please have understanding – also with regard to other asylum seekers – for the fact that in principle Amt Preetz-Land cannot allocate you any other residential space.

### 2. Waste separation

Please take note that in the Federal Republic of Germany there is an obligation to separate waste. Waste must, therefore, be sorted according to

- Paper waste
- Organic waste
- Recyclable materials (in particular, packaging made of plastic, metal and compounds; compounds are packaging, which are composed of several materials, such as, for example, juice and milk cartons, as well as
- Residual waste and disposed in the bins provided for this.

Waste bins that do not contain the waste specified for them will not be collected. This results in avoidable disputes with your neighbours, who must dispose of their waste in the same bins as you.



### **3. Rules on the ventilation and heating of rooms**

Due to the different climatic conditions and the prevalent construction method it is compulsory to ventilate and sufficiently heat your apartments regularly (at least 3 times a day). The so-called "patch airing" is used for ventilation. In this, the window is opened completely for approx. 10 to 20 minutes and then closed completely again. Only in this way can you avoid the formation of mould and unpleasant smells in your apartment. Be economical with heat energy and only put the heating on when the windows are closed. Do not heat continuously at high levels. Please only use the heating appliances provided for heating, and not hotplates or other electrical appliances, as this can result in fires breaking out.

### **4. House rules**

In order to avoid disputes in the neighbourhood it is usual in the Federal Republic of Germany for house rules to be established. In particular, quiet periods and cleaning duties for communal facilities within the residential building are specified. You, and also your neighbours, are obliged to adhere to the house rules. Please avoid, therefore, loud music and festivities during quiet times and comply with your duty to clean the stairway, your apartment, especially the kitchen and the bathroom. Your neighbours will certainly be grateful to you. Even if, in a particular case, there are no house rules, you are not allowed to cause any noise.

### **5. A tip for living in an apartment building**

It is very likely that you have found accommodation in a larger residential community, for example, in an apartment building. In Germany it is a good custom that new residents introduce themselves briefly to other residents. In many cases, acquaintanceships and friendships grow from these initial contacts within the new neighbourhood, which can make everyday life easier for both sides.

### **6. Energy supplies (electricity)**

The funds for your monthly electricity costs are included in the social benefits. You must, therefore, bear these costs yourself! When you receive the instalment invoice please submit this immediately to the Asylum Seekers Benefits Authority. If possible, this will initiate the payment of the instalment invoice from your monthly basic benefits.

## **vii. Information about other matters concerning authorities**

### **1. General**

Please note that employees of German authorities are not allowed to accept any presents from you. In Germany, such conduct will be penalised as corruption; it is therefore ensured that decisions of an authority are not influenced by presents. Please understand, therefore, that the employees in an authority cannot accept your present. Your counterpart will appreciate your gesture, however.

### **2. Foreigners' Registration Office**

The Foreigners' Registration Office is your contact partner for all questions concerning your right of residence in the Federal Republic of Germany. It has the following address:

The District of Plön  
 The District Administrator  
 Amt für Sicherheit und Ordnung, Veterinärwesen und Kommunalaufsicht (Office for Security and Order, Veterinary matters and Supervision of Local Authorities)  
 Hamburger Straße 17/18  
 24306 Plön

Your contact partners at the Foreigners' Registration Office are:

<b>Name</b>	<b>Telephone number</b>
Petra Neufeind	04522 / 743-253
Susanne Petersen	04522 / 743-447
Sven-Marius Flügger	04522 / 743-276

Please note that face-to-face talks at the Department of Foreign Nationality are only possible by prior appointment!

### **3. Residence authorisations and short-term permits**

Before the expiry of your residence authorisation you must come to the Asylum Seekers Benefits Authority during the stated office hours and apply for an extension. The application will then be forwarded to the Foreigners' Registration Office of the District of Plön.

### **4. Asylum procedure**

The decision about asylum applications for applicants, who have been admitted into Schleswig-Holstein, is made by the Bundesamt für Migration und Flüchtlinge (Federal Office for Migration and Refugees).

Federal Office for Migration and Refugees  
 Branch Office M 15 Neumünster  
 Haart 148  
 24539 Neumünster  
 Telephone 04321 / 5561-0  
 Fax 04321 / 5561-199

## **viii. Migration advisory service**

### **1. Advisory service in the District of Plön**

The Advisory Service for Migrants in the District of Plön answers questions and requests about migration and migration social counselling.

AWO-Landesverband SH e. V. – Preetz Integration Centre  
Hinter dem Kirchhof 10  
24211 Preetz  
Tel: 04342 / 3081-13 and 04342 / 3081-20

### **2. National advisory services**

The following institutions are available as national advisory services for requests about migration and migration social counselling:

Flüchtlingsrat Schleswig-Holstein e. V. (Schleswig-Holstein Advisory Service)

Sophienblatt 82 – 86  
24114 Kiel  
Tel: 0431 / 735000  
Fax 0431 / 736077  
[office@frsh.de](mailto:office@frsh.de)

Zentrale Bildungs- und Beratungsstelle für Migranten in Schleswig-Holstein e. V.  
(Central Education and Advisory Service for Migrants in Schleswig-Holstein e.V.)  
Sophienblatt 64 a  
24114 Kiel  
Tel: 0431 / 7802811-1 and 0431 / 7802811-2  
[iq@zbbs-sh.de](mailto:iq@zbbs-sh.de)

## **ix. Transport links**

### **1. Use of public transport**

When you use public transport (for example, the bus or train), you need a valid ticket. You can get this

- Mostly on the bus from the bus driver
- At ticket machines, which are located at the bus stops or stations
- At a sales outlet of the public transportation services

Many tickets must also be validated after purchase, so that you can use the means of transport. In many cases, there are also regional or time limitations to the tickets, so that you can only use these within a specific area or within a specific time period. In case of doubt, ask someone for help, if you are unsure.

If you do not have a ticket, or do not have a valid one, and you are asked for a ticket by an inspector, you must pay a fine, mostly of 60,00 EUR. In the event of several infringements this can also be a criminal offence, which results in a sentence. Such a sentence has a negative effect on your right of residence.

Journeys with public means of transport must be paid for from the monthly social benefits. You do not receive any special funds for this.

## x. Language and translation

### 1. Language courses

The Asylum Seekers Benefits Authority will not bear the costs for a language course and any travel costs arising from that. However, there are so-called language mentors, who offer free German lessons for refugees, asylum seekers and migrants. The Association of Adult Education Centres in the District of Plön, which cooperates with the local adult education centre, is the administrative body responsible for the "language mentor" project. The language course usually takes place in the local adult education centre. Due to high demand there can be a waiting period, as places are limited. The lessons with the voluntary language mentors take place in groups. You can obtain more detailed information from:

Volkshochschule Preetz e.V. (Preetz Adult Education Centre)  
Kirchenstraße 31  
24211 Preetz

## xi. Children

### 1. School attendance

Children must attend school from the age of 6!

Name	Place	Address	Telephone
Support Centre	Preetz	Hufenweg 5, 24211 Preetz	04342 303270

We will help you to register your children with the respective schools. The contact is Ms. Fllanza Bajrami of Amt Preetz-Land

### 2. Nurseries and day-care for children

You can obtain information about childcare facilities in the municipalities of Amt Preetz-Land from the following contact partner:

<b>Name</b>	Mareike Finck
<b>Office</b>	Room 31
<b>Telephone</b>	04342 / 8866 – 31

You can likewise get application forms there for exemption from parental contributions for the use of a nursery and sponsorship for child day-care.

### 3. Unaccompanied minors entering Germany (child refugees)

Unaccompanied minors (child refugees) without parents or legal guardians are increasingly arriving in Germany and Schleswig-Holstein.

As children and young people alone are not able to understand and process what has been experienced in their native region or on the escape from it, they need special protection and special support. In addition, they need a legal representative, who will represent them, for

example, at the Foreigners' Registration Office or at the Federal Office for Migration and Refugees. The interests of child refugees are administered by the Youth Welfare Office, which regularly assumes guardianship and often also through guardianship associations.

The Youth Welfare Office is located at the District of Plön and arranges the legal representation of child refugees.

District of Plön  
The District Administrator  
Office for Youth and Sport  
Hamburger Straße 17/18  
24306 Plön  
Tel: 04522 / 743-223  
Fax: 04522 / 743-95-223

The Guardianship Association lifeline e. V. also offers assistance to child refugees.

Sophienblatt 64 a  
24114 Kiel  
Tel: 0431 / 240 58 28  
Fax: 0431 / 240 58 29

## **XII. Communication and leisure**

### **1. Telephone and Internet access**

You do not receive any special benefits for the acquisition and use of telephones and the Internet. You can, of course, use the benefits granted to you to independently place contracts with telephone, mobile communications and Internet suppliers, or also to visit and use Internet cafes.

### **2. Post**

Collect your post regularly. This will be put in the letterbox for your apartment. Read your post! In the case of questions, have the post translated by a person of trust. It can have negative consequences for you, if you miss appointments or deadlines, because you have not read or not correctly understood. Always make sure that your name is attached legibly to the letterbox.

### **3. Recreational activity**

In no country in the world are there more associations than in the Federal Republic of Germany. They are an important part of German culture and, apart from the opportunity to have informal contact with Germans; they also offer many opportunities for recreational activity, which are especially interesting for children. For example, associations offer the opportunity to take part in sporting activities, play a musical instrument or chess.

## **xii. Risk provision**

### **1. Liability insurance**

Asylum seekers and refugees do not usually have a provision, which protects against general risks of life. This also applies to liability risks. Contrary to general opinion, asylum seekers and refugees are not provided with liability insurance by the state. It would be your own responsibility to take out such a liability insurance and to pay for it from the basic benefits provided.

### **2. Compulsory sickness insurance**

In principle, there is not currently an option for insurance in a compulsory sickness insurance scheme with a health insurance company. This is also not required, as the Asylum Seekers Benefits Authority provides the necessary benefits in the case of illness, pregnancy and birth.

### **3. Compulsory accident insurance**

Children of asylum seekers and refugees, who attend a school, are, like all other children, also insured against accidents as part of provisions for compulsory accident insurance.

### **4. Insurance for membership in an association.**

If there is membership in an association, the insurance protection of the association also extends regularly to asylum seekers and refugees.

## **xiii. Payment transactions**

### **1. Banks and giro accounts**

In principle, there is nothing against opening an account with a financial institution (bank). Please take note, however, that managing an account is not usually free. The costs for the management of the account must be settled from your basic benefits in accordance with the Asylum Seekers Benefits Act.

### **2. Transfer of basic benefits**

It is also possible to transfer your basic benefits under the Asylum Seekers Benefits Act. However, you must also personally register at regular intervals with the Asylum Seekers Benefits Authority, in order not to lose your claim to payments. You will be notified of the appointments for personal registration and these must not be missed.

## **xiv. Work and occupation**

### **1. Taking up work**

In principle, you are initially not allowed to take up work. There is, however, the option to obtain a work permit on the basis of § 62 para. 2 of the Act on the Procedure for Granting the Right of Asylum (AsylVfG).

### **2. Issuing of a work permit**

An asylum seeker, who has been permitted to stay for three months in the Federal territory, notwithstanding § 4 para. 3 of the Residence Act, can be allowed to have a job, if the Federal Employment Agency has agreed or if it has been determined by statutory regulation that having the job is permissible without the consent of the Federal Employment Agency.

More detailed information about the procedure for issuing a work permit can be requested from the Foreigners' Registration Office of the District of Plön (cf. No. 2) or from the Federal Employment Agency.

### **3. Work placements**

Refugees may undertake work placements, if the Foreigners' Registration Office has approved authorisation. In doing so, it is differentiated between work placements for further education purposes, and work placements, which are excluded from the minimum wage. These include:

- a) Obligatory work placements, which are provided compulsorily on the grounds of a provision regarding school law, training regulations, or a university provision as part of training at a university of cooperative education,
- b) Work placements with a duration of up to three months, which act as orientation for taking up a professional training or study.
- c) Work placements accompanying training or studies, with a duration of two to three months



**Appendix****General medicine**

Dr. Peter Lumbeck, M.D.  
Albert-Schweitzer-Straße 15  
24223 Schwentinental  
Tel: 04307 839824

Dr. Volker Schuldt, M.D.  
Eichendorffstraße 49  
24223 Schwentinental  
Tel: 04307 366

Dagmar Esch-Kabitzke  
Klaus-Groth-Straße 1  
24223 Schwentinental  
Tel: 04307 1003

Dr. Rolf Rauch, M.D.  
Dr. Carsta Schumacher-Lüthge, M.D.  
Garnkorb 2  
24211 Preetz  
Tel: 04342 2452

Dr. Elvira Strangalies  
An der Mühlenau 3  
24211 Preetz  
Tel: 04342 8001740

Dr. Jörg Freiherr von Forstner, M.D.  
Lise-Meitner-Straße 1 - 7  
24223 Schwentinental  
Tel: 0179/2919476

Wolfram Reichelt  
Friedhofsdamm 2  
24211 Preetz  
Tel: 04342 309458

Dipl.oec.med. Stefan Tomutia  
Dr. Horia-Joan Tomutia, M.D.  
Markt 8, 24211 Preetz  
Tel: 04342 2496

Holger Helbing  
Dorfstr. 17 a  
24245 Kirchbarkau  
Tel: 04302 1515

Dr. Markus Sauerwald, M.D.  
Jörg Schirmacher  
Dorfstraße 108  
24147 Klausdorf-Schwentine  
Tel: 0431 – 79822

Hans Varlemann  
Kirchenstraße 7  
24211 Preetz  
Tel: 04342 1010

Ursula Lampel  
Dr. Ursula Murke, M.D.  
Markt 11  
24211 Preetz  
Tel: 04342 9555

Eggert Schmidt  
Mühlenstraße 21  
24211 Preetz  
Tel: 04342 2897

Dr. Karin Waack, M.D.  
Dorfplatz 10  
24222 Schwentinental  
Tel: 0431 791276

Dr. Daniel Lohmann, M.D.  
Dr. Burkhard Fischer, M.D.  
Dr. Simon-Vitus Schuknecht, M.D.  
Markt 10  
24211 Preetz  
Tel: 04342 714900

Holger Helbing and Dr. Petra Serocki  
Dorfstr. 17 a  
24245 Kirchbarkau

**Anaesthesia**

Dr. Jörg Freiherr von Forstner, M.D.  
Lise-Meitner-Straße 1 - 7  
24223 Schwentinental  
Tel: 0179/2919476

Dr. Ekkehard Hampel, M.D.  
Am Rosensee 10  
24223 Schwentintel-Raisdorf  
Tel: 04307 839796

**Opticians**

Dr. Marianne Ulmer  
Dr. Helga Hollander  
Am Krankenhaus 5  
24211 Preetz  
Tel: 04342 801 1046

Dr. Peter Erdmann Fritsch, M.D.  
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