

# Willkommen in Berlin



# Welcome to Berlin

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## I Welcome to Berlin



### Words of greeting: Governing Mayor of Berlin

Klaus Wowereit  
Governing Mayor of Berlin

Dear new Berliner,

A warm welcome to you from Berlin!

My congratulations: You have just moved to an exciting city. The capital of Germany offers many cultural opportunities: museums and galleries, theatre and opera, cinemas and concerts, trendy clubs, restaurants and pubs. Upon arriving in Berlin, new residents are enthusiastic about the cosmopolitan and international character of this city and its population, which originates from over 180 countries. Many new residents are intrigued by the remains of an eventful and moving history, which they see everywhere they go. Dense urbanity and a wide variety of recreational activities can be found side by side in Berlin.

Being new in a city like Berlin is also a challenge and the city's complexity might seem overwhelming at first. We would like to spare you such feelings. This folder is designed to provide you with initial guidance on your way through Berlin. The people of Berlin are ready to help you and to give you all the advice you need. With this package we want to support you by helping you to find the right sources for the information you need in any situation. We would like you to contribute to, participate in and profit from the life of this city.

Berlin looks back on a long tradition of immigration. Immigrants from other parts of Germany, from other European countries as well as from more distant parts of the world have always enriched Berlin in many ways.

We are proud that life together in peace on a basis of equality in Berlin is experienced day by day. We also want all Berliners to continue to treat each other in future with respect and tolerance – men and women, children and the elderly, persons of all religions and origins. This is the basis for real democracy. It applies to all, to well-established and new Berliners alike.

I hope that you soon become familiar with the delights and spirit of the city.

This is the spirit in which I hope you settle in Berlin. I also hope that you will quickly become familiar with the advantages of our city and, most especially, I hope that you take root, make friends in Berlin and have great pleasure in participating in the city's social life.

A handwritten signature in black ink, which appears to read 'Klaus Wowereit'. The signature is written in a cursive, somewhat stylized script.

Klaus Wowereit  
Governing Mayor of Berlin





Dr. Heidi Knake-Werner  
Senator for Integration,  
Labour and Welfare

**Words of Welcome: Senator for Integration,  
Labour and Welfare**

Dear new Berliner,

I hereby extend a very warm welcome to all new immigrants to Berlin.

Berlin, the capital of Germany, is a city of diversity. Quite a large portion of its inhabitants come from other countries. Thus Berlin is inseparably connected with the diversity of different cultures.

We have prepared this Welcome Package to provide you with initial orientation to living in Germany and to finding your way about this large city, an environment with which most of you will not be at all familiar. We hope you will settle in nicely in a short time and soon feel at home.

Since Berliners are cosmopolitan and tolerant, all its residents can participate in social life regardless of their origins, status and age. I would be delighted if you got involved in activities with others in Berlin. There are many opportunities for this, such as community in the city's many sections, neighbourhood groups, and even organizations set up by and for immigrants. You will find addresses of these and other contact points in this Welcome Package. Do take advantage of them.

The Berlin Senate supports participation by you in community life. Our very strong interest in this is reflected by our motto "Promote diversity and reinforce cooperation". These are the values which characterize our policy, which is directed to integration of all new immigrants. Berlin wants to shape its future together with the many people of other origins who live here. That is why all of you are most welcome to participate.

I am glad that you have decided to live in Berlin, Germany's largest metropolis, and wish you much success here in our fine city.

A handwritten signature in black ink that reads "Heidi Knake-Werner". The script is cursive and fluid.

Dr. Heide Knake-Werner  
Senator for Integration, Labour and Welfare





Günter Piening  
Commissioner for  
Integration and Migration

## **Words of Welcome: Commissioner for Integration and Migration**

Dear new Berliner,

Welcome to the rivers Spree and Havel! Berlin – the largest city of Germany – counts on you as a new resident to bring in new ideas, impulses and experience. We hope you will share your experience with us so that the community can benefit from it.

That is why we are glad to see new residents and extend them a warm welcome!

I hope you will contribute to the further development of our city as a cosmopolitan and tolerant metropolis where all people like to live, regardless of their life plans and perspectives, regardless of where they come from, regardless of the religion they practise, if any at all, and regardless of their life philosophy.

Democracy and the equality of all before the law are the basis of our living together, and these basic values, mutual respect for others, and protection of personal freedom too are what make our internationally metropolis so attractive to all.

Many of the people who live here in Berlin were not born here but moved here later on, possibly in the search for work, social advancement and success, possibly in the pursuit of happiness, or possibly in flight from persecution, war or economic hardship. Berlin has become home to many of these people precisely because this city offers scope for development of individual creativity and of one's life itself. So it is no miracle that new Berliners point ways of their own to the future everywhere they go.

I hope you will come to value life in our open-minded community and to reinforce further development of our relaxed and tolerant way of living together.

As a brand new Berliner, of course, you need advice and assistance. The senate of Berlin wants to support you with this. The information provided in this folder will help and guide you as you take your first steps in your new home.

I hope this guide helps you to find your way through the jungle of opportunities that Berlin seems to offer, so that you no longer feel as if you were a stranger.

A handwritten signature in black ink, which appears to read 'Günter Piening'.

Günter Piening  
Senate Commissioner for Integration and Migration



## **2. The State of Berlin, Its Administrative Districts and Its House of Representatives**

Berlin is the capital of Germany and, with its approximately 3.4 million inhabitants, the largest city in Germany. Berlin is also one of the 16 states of the Federal Republic of Germany.

The Federal State of Berlin (German: "Land Berlin") is governed by the senate, which consists of the Governing Mayor and as many as eight senators. The senate is elected by the House of Representatives, which is the state parliament. The House of Representatives has at least 130 members from various political parties. The members of the House of Representatives are elected for a legislative period of five years by the citizens of Germany who live in Berlin.

From 1948 to 1990 the city of Berlin was divided into two parts: West Berlin (488 km<sup>2</sup>) and East Berlin (403 km<sup>2</sup>),

The State of Berlin consists of twelve districts ("Bezirke"), each with a district office comprising the district mayor and several councillors, one for each area of responsibility. Each district office is legitimised democratically through the district's representatives ("Bezirksverordnetenversammlung" - BVV). If you are a citizen of a member state of the European Union, you are entitled, in accordance with the law of the European Union, to vote for or be elected as a district representative in the district in which you reside.

The residents' office ("Bürgeramt") of your district will be the most important address for most matters you need to clarify with the government. Here you get information, documentation, and assistance in respect to your business with the authorities. At the residents office you can register and deregister your residency, regulate matters connected with passports and personal ID cards, have your income tax cards ("Lohnsteuerkarte") issued or changed, obtain official authentications, apply for a certificate of good conduct (police clearance), or avail yourself the special advisory services provided there for you.

While the Governing Mayor has a residents department too, you will be able to take care of most of your affairs with the authorities in your district.

Would you like to know more about Berlin? Just visit our website:

English: <http://www.berlin.de/english/index.html>

### **The opening hours of the district council offices are generally:**

|           |                  |
|-----------|------------------|
| Monday    | 8 a.m. – 3 p.m.  |
| Tuesday   | 11 a.m. – 6 p.m. |
| Wednesday | 8 a.m. – 1 p.m.  |
| Thursday  | 11 a.m. – 6 p.m. |
| Friday    | 8 a.m. – 1 p.m.  |

and by appointment.

## **The District Offices of Berlin**

### **Bezirksamt Charlottenburg-Wilmersdorf**

Otto-Suhr-Allee 100, 10585 Berlin

Tel.: (030) 9029-10

E-mail: [Buergeramt@Charlottenburg-Wilmersdorf.de](mailto:Buergeramt@Charlottenburg-Wilmersdorf.de)

Internet: [www.charlottenburg-wilmersdorf.de](http://www.charlottenburg-wilmersdorf.de)

### **Bezirksamt Friedrichshain-Kreuzberg von Berlin**

Frankfurter Allee 35/37, 10247 Berlin

Tel.: (030) 90298 – 0

E-mail: [buergeramt@ba-fk.verwalt-berlin.de](mailto:buergeramt@ba-fk.verwalt-berlin.de)

Internet: [www.friedrichshain-kreuzberg.de](http://www.friedrichshain-kreuzberg.de)

### **Bezirksamt Lichtenberg von Berlin**

Möllendorffstraße 6, 10367 Berlin

Tel.: (030) 5504 - 0, Fax: (030) 55 04 – 3509

E-mail: [balibg.Poststelle@ba-libg.verwalt-berlin.de](mailto:balibg.Poststelle@ba-libg.verwalt-berlin.de)

Internet: [www.berlin.de/ba-lichtenberg](http://www.berlin.de/ba-lichtenberg)

### **Bezirksamt Marzahn-Hellersdorf von Berlin**

Alice-Salomon-Platz 3, 12627 Berlin

Tel.: (030) 90293-0

E-mail: [marzahn-hellersdorf@berlin.de](mailto:marzahn-hellersdorf@berlin.de)

Internet: [www.berlin.de/marzahn-hellersdorf](http://www.berlin.de/marzahn-hellersdorf)

### **Bezirksamt Mitte von Berlin**

Karl-Marx-Allee 31, 10178 Berlin

Tel.: (030) 2009 – 3 1111, Fax: (030) 2009 88 3 1111

E-mail: [burgeramt.rathaus-tiergarten@ba-mitte.verwalt-berlin.de](mailto:burgeramt.rathaus-tiergarten@ba-mitte.verwalt-berlin.de)

Internet: [www.berlin.de/mitte](http://www.berlin.de/mitte)

### **Bezirksamt Neukölln von Berlin**

Karl-Marx-Str. 83, 12040 Berlin,

Tel.: (030) 68 09-0

E-mail: [bamrathaus@ba-nkn.verwalt-berlin.de](mailto:bamrathaus@ba-nkn.verwalt-berlin.de)

Internet: [www.berlin.de/neukoelln](http://www.berlin.de/neukoelln)

### **Bezirksamt Pankow von Berlin**

Breite Str. 24A-26, 13187 Berlin

Tel.: (030) 90295-0, Fax: (030) 90295-2244

E-mail: [poststelle@ba-pankow.verwalt-berlin.de](mailto:poststelle@ba-pankow.verwalt-berlin.de)

Internet: [www.berlin.de/pankow](http://www.berlin.de/pankow)

### **Bezirksamt Reinickendorf von Berlin**

Eichborndamm 215 - 239, 13437 Berlin

Tel.: (030) 4192-0, Fax: (030) 4192-2215

E-mail: [Bezirksbuergermeisterin@reinickendorf](mailto:Bezirksbuergermeisterin@reinickendorf)

Internet: [www.berlin.de/reinickendorf](http://www.berlin.de/reinickendorf)

### **Bezirksamt Spandau von Berlin**

Carl-Schurz-Str. 2 – 6, 13597 Berlin

Tel.: (030) 33 03 - 23 02, Fax: (030) 33 03 - 76 16

E-mail: [buergeramt-1@ba-spd.verwalt-berlin.de](mailto:buergeramt-1@ba-spd.verwalt-berlin.de)

Internet: [www.spandau.org](http://www.spandau.org)

**Bezirksamt Steglitz-Zehlendorf von Berlin**

Schloßstr. 80, 12165 Berlin

Tel.: (030) 6321 – 0

E-mail: [buengeramt@stegl-zehl.verwalt-berlin.de](mailto:buengeramt@stegl-zehl.verwalt-berlin.de)

Internet: [www.steglitz-zehlendorf.de](http://www.steglitz-zehlendorf.de)

**Bezirksamt Tempelhof-Schöneberg von Berlin**

John-F.-Kennedy-Platz 1, 10820 Berlin

Tel.: (030) 7560-0

E-mail: [haupt@ba-tmp.verwalt-berlin.de](mailto:haupt@ba-tmp.verwalt-berlin.de)

Internet: [www.berlin.de/tempelhof-schoeneberg](http://www.berlin.de/tempelhof-schoeneberg)

**Bezirksamt Treptow-Köpenick von Berlin**

Alt-Köpenick 21, 12555 Berlin

Tel.: (030) 6172-0, Fax: (030) 6172-4515

E-mail: [helmut.stern@ba-tk.verwalt-berlin.de](mailto:helmut.stern@ba-tk.verwalt-berlin.de)

Internet: [www.berlin.de/bezirksaemter](http://www.berlin.de/bezirksaemter)

**The Governing Mayor's Residents Department:**

**Bürgerreferat beim Regierenden Bürgermeister**

Berliner Rathaus

Rathausstraße 15

10178 Berlin

postal address: Berliner Rathaus, 10871 Berlin

Tel.: +49(0) 30 9026-2020

Fax: +49(0) 30 9026-2370

## **The Berlin House of Representatives**

The House of Representatives (“Abgeordnetenhaus”), which is the state parliament of Berlin, has had its seat in the building of the former Prussian Diet (Preußischer Landtag) since 1993.

Citizens of Germany who have the right to vote and reside in Berlin elect the people's representatives, i.e. the members of Berlin's House of Representatives, who are also German citizens with the rights to vote and be elected. The voters can vote for a specific representative and for a political party. The votes for a given political party only take effect if this party receives at least 5% of all the valid votes for a party; otherwise they are ignored. A legislative period normally lasts five years, but can be shortened if the House of Representatives dissolves itself by a two thirds majority of its members or if it is dissolved through a binding referendum.

The House of Representatives is the legislative body of Berlin State. In accordance with the principle of separation of powers, executive power lies in the hands of the government, which is formed by the House of Representatives and consists of the senate and its administration, whereas all judicial power lies in the hands of independent courts.

According to the Berlin State constitution, the House of Representatives consists of at least 130 members, of which 60% are elected directly in the electoral wards (first vote, for a specific candidate) and 40% indirectly through district and/or state lists of candidates (second vote, for a party). Representatives who are members of the same party unite to form a parliamentary group within the parliament. The parliament of the current **16<sup>th</sup> legislative period** comprises 149 representatives, who belong to parliamentary groups as follows: SPD (53), Die Linke (23), CDU (37), Bündnis 90/Die Grünen (23), and FDP (13). The current state government has been formed by a coalition of the SPD and Die Linke; the CDU, Bündnis 90/Die Grünen, and FDP are currently in opposition.

**You can contact the parliamentary groups through the following E-mail addresses:**

|                       |   |
|-----------------------|---|
| SPD                   | <a href="mailto:spd-fraktion@spd.parlament-berlin.de"><u>spd-fraktion@spd.parlament-berlin.de</u></a> |
| Die Linke             | <a href="mailto:info@linksfraktion-berlin.de"><u>info@linksfraktion-berlin.de</u></a>                 |
| CDU                   | <a href="mailto:mail@cdu-fraktion.berlin.de"><u>mail@cdu-fraktion.berlin.de</u></a>                   |
| Bündnis 90/Die Grünen | <a href="mailto:gruene@gruene-fraktion-berlin.de"><u>gruene@gruene-fraktion-berlin.de</u></a>         |
| FDP                   | <a href="mailto:fdp-fraktion@parlament-berlin.de"><u>fdp-fraktion@parlament-berlin.de</u></a>         |

The House of Representatives elects the Governing Mayor, as the president of the state government in Berlin is called (website of the senate: [www.berlin.de](http://www.berlin.de)). Besides its legislative duties, another essential duty of the parliament is control of the state government and its subordinated administrations. Its most important right thereby is that of approving and controlling the state budget.

Thursday is traditionally the day of session of Berlin's House of Representatives. This tradition harks back to 1809, when the town council meeting was held on Thursdays. Ever since then the plenum, i.e. the plenary assembly of all parliamentarians, takes place on the second Thursday of each month except during plenary vacations. These sessions are open to the public. Reservations (tickets) can be ordered through the visitors' service.

The parliament of Berlin has set up a complaints box ("Kummer-Kasten") for the residents of Berlin. Everyone, regardless of nationality, has the right to turn to the parliament with his or her concerns expressed in a written petition whenever s/he wants to complain about some decision of Berlin State or feels that the administration has unjustly interfered with his or her rights, provided further that the petition (“Bitte”, “Eingabe”) indicates who its author is. The petitions committee (“Petitionsausschuss”), which consists of a few members of the House of Representatives, decides about each petition. All the matters handled in this committee are treated as confidential with each of its members being obliged under law to maintain secrecy.

Berlin State's parliament is located off Potsdamer Platz. Brochures with further information are available in the entrance hall of the House of Representatives free of charge. There you can also obtain a booklet with biographies of the representatives.

**The House of Representatives of Berlin ("Abgeordnetenhaus")**

Niederkirchnerstrasse 5, 10111 Berlin,

Tel.: (030) 2325-2325 (reception)

U-Bahn: Potsdamer Platz, Kochstraße,

S-Bahn: Anhalter Bahnhof, Potsdamer Platz

Buses: M 41, M 29, 123, 148, 200



## **3. Just Arrived in Berlin**

### **3.1 First Steps**

#### **Registration of Residence**

In Berlin, like everywhere else in Germany, you have to register your residency. This means that everyone who moves into a residential unit in Berlin must be registered with the district authority responsible ("Meldebehörde"). According to § 11 of the Berlin registration law ("Meldegesetz"), this must be done in person at the local registration office ("Meldestelle") within one week of moving in. For the addresses of these offices please see section 2.

#### **Schools**

In Germany, there is a general requirement that each child attend school for at least ten years and then take vocational training for as long as the given vocation requires. Each school year begins on August 1. On that date, the children in Berlin who become obliged to attend school for at least ten years are those who have already become six years old or who will become six years old on or before December 31 of the given year. This applies independently of any previous voluntary attendance at nursery schools, etc.). Upon application of a child's parents or legal guardian, the child will also be admitted to school on August 1 if he or she will become six years old by 31 March of the following year. Once a child is admitted to school, attendance is mandatory.

#### **Counselling**

The Office of the Integration and Migration Commissioner is also a contact point if you need assistance with matters pertaining to foreigners and integration or with legal or social questions. The counsellor provides immediate clarification of cases in which there are doubts, as well as assistance with problems and emergency situations.

#### **The Senate Commissioner for Integration und Migration**

Günter Piening

Potsdamer Straße 65, 10785 Berlin

Tel.: (0 30) 9017-23 51

Fax: (0 30) 9017-23 20

E-mail: [Integrationsbeauftragter@intmig.berlin.de](mailto:Integrationsbeauftragter@intmig.berlin.de)

Internet: [www.integrationsbeauftragter-berlin.de](http://www.integrationsbeauftragter-berlin.de)

#### **Child Allowances ("Kindergeld")**

Parents receive child allowances which depend on the number of children they are raising. Child allowances are paid even if neither parent is employed. To receive the child allowances to which you are entitled, you must file an application with your employer or at the family funds office ("Familienkasse") of the Federal Employment Agency ("Bundesagentur für Arbeit"). The addresses of the Berlin offices of the Federal Employment Agency are listed in chapter 7.1.

#### **Public Transportation**

Use public transportation! Most destinations in Berlin can be reached very easily with public transportation. See section 15 for more information about this important subject.

### **3.2 Advisory Services for New Immigrants, Initial Conference and Services for Youths**

All information services available to other residents of Berlin are available to immigrants on the same basis. Many of these are available at the residents' office ("Bürgeramt") in the city hall ("Rathaus") of your district. In addition, there are special advisory services for new immigrants:

- migration consultations for adults
- migration consultations for young immigrants (up to 27 years)

These advisory services are offered by welfare and refugee associations.

#### **Initial Conference for Migrants ("Migrationserstberatung") – MEB**

This service is available for new immigrants over 27 years of age who are eligible for permanent residence, such as:

- Late repatriates with spouse and descendants, up to 3 years after entry,
- Foreigners who have been residing in German territory on a sustained basis, up to three years after entry or upon acquisition of residence status preparatory to permanent residence
- Foreigners who have already lived in German territory for a long time and late repatriates in definite crisis situations, insofar as advisory services are available.

Here you can obtain personal consultation and support directed toward integration in accordance with your personal requirements. As part of the consultation, a personal plan for assisting you with integration will be drawn up with you. You will also receive recommendations for possible assistance by other institutions. MEB is also responsible for consultation and coaching during your integration courses. MEB will also help you to find appropriate child care facilities, as may be necessary. **You can direct all your questions and integration concerns to these services!**

#### **Youth Migration Services ("Jugendmigrationsdienste") - JMD**

These services are provided for

- Adolescents and young adults up to 27 years of age who are new immigrants, have completed their compulsory education (see section 10.2) and want to stay in Germany on a permanent basis. They should ask for a JMD consultation soon after entering Germany.
- Children, youths and young adults between 12 and 27 years of age with migration background who have already been living in Germany for some time, insofar as these persons still have a special need for assistance with integration.

The youth migration services will assist you, a young new migrant, as follows.

- Individual consultation and coaching at every step of your integration process. Your personal integration plan will be tailored to your needs and worked out together with you.
- Referral to other services and facilities as appropriate, such as for assistance with vocational training for young people, for child and youth welfare, for persons addicted to drugs or alcohol, for other health concerns, and for pregnant women.
- Activities suitable for your individual integration plan, such as German language courses, preparation for your profession, training, further education, leisure time and preventive measures, apprenticeships, etc., consultation and support during the language course.
- Group offers such as guides to the education and training system, career planning, use of information technologies (computers), and even leisure time pedagogic offers.
- Help with any special crisis situations

#### **Make use of these offers to work actively on your own integration process!**

An overview of the locations of the offices which counsel new immigrants (Preliminary Advisory Service for Migrants – MEB) can be found in the brochure of the charity associations in Berlin ("Wohlfahrtsverbände"), which, for example, you can obtain in the clearing office in the Foreigners' Office ("Ausländerbehörde").

### 3.3 The Integration Course ("Integrationskurs")

New immigrants can, if certain legal conditions are met, attend an integration course.

**Be sure to take advantage of this opportunity, if it is available!**

Integration courses are designed for immigrants who no longer go to school. One of their objectives is to teach immigrants the German language, for a good command of German is key to successful integration. At the same time, knowledge of social, cultural and economic life in Germany is likewise indispensable if you are to meet with success in your new environment. Consequently, the integration course consists of a language course and an orientation course which presents knowledge of life in Germany and the standards and values which apply in German society.

The Foreigners' Office ("Ausländerbehörde") will tell you if you can or are even obliged to enrol in and attend an integration course. This Welcome Package contains a list of agencies which currently offer this course. You may select any of the agencies in this list.

For more information see the brochure of the Federal Office for Migration and Refugees ("Bundesamt für Migration und Flüchtlinge") which is included in your Welcome Package too. Contact details:

**Bundesamt für Migration und Flüchtlinge** – Regionalstelle Integration Berlin

Streitstr. 86, 13587 Berlin, Tel: (030) 35582-301, internet: [www.bamf.de](http://www.bamf.de)

#### **Legal conditions: Who may enrol in an integration course ("Integrationskurs")?**

The following categories of immigrants can have a legal right to enrol in an integration course for a single time:

*Foreigners* who live in Germany on a long-term basis generally obtain this right when they receive their first residence permit ("Aufenthaltserlaubnis") for the purpose of

- gainful occupation,
- family reunion or
- entitlement to long term residence

or when they receive a settlement permit ("Niederlassungserlaubnis") because of acceptance arising from special interests of the Federal Republic of Germany.

A long term stay is generally presumed when a residence permit is issued for more than one year.

The following categories of foreigners are not entitled to enrol in an integration course:

- children, adolescents and young adults who enter school or other institute of learning or continue their previous school programme in Germany.
- persons for whom there is evidently only a slight need or no need at all for integration.

A fee is generally charged for enrolment in the integration course, whereby the amount charged depends on the applicant's ability to pay.

**Repatriates** ("Spätaussiedler") and their spouse or descendants may enrol in an integration course at no cost (§ 9, par. 1 Bundesvertriebenengesetz - Federal Refugee Law - new version).

Children, adolescents and young adults who enter school or other institute of learning or continue their previous school programme in Germany are excluded from this exemption from the enrolment fee. Insofar as is appropriate, the integration course should be supplemented by social educational assistance or child care offers.

**A foreigner** can be *required* to enrol in and attend an integration course if:

- he or she is not able to express him or herself orally in German, not even in a simple way, and if he or she is otherwise entitled (as stated above) to enrol in an integration course,
- he or she is on welfare, the office which authorizes the welfare payments recommends enrolment in an integration course and the Foreigners' Office orders this foreigner to enrol in and attend such a course (whereby the Foreigners' Office only does so if a course within reach of the foreigner's residence has a place), or
- the foreigner is in need of integration in some special way.

A foreigner is exempt from the obligation to enrol in and attend an integration course if:

- he or she is taking some course of professional training or studies on German territory,
- he or she proves previous participation in a comparable course on German territory, or
- attendance is not possible or would constitute a serious imposition on the foreigner.

**Foreigners who are not or are no longer entitled** to enrol in and attend an integration course can be admitted to such a course on the basis of an application submitted to the Federal Office for Migration and Refugees insofar as places are available. The same applies to new immigrants who are citizens of the European Union and to members of their family.

## **4. Berlin's Commissioners for Integration**

Berlin has a Commissioner for Integration who is appointed by the Senate and an additional commissioner for integration in each of the districts.

### **4.1 Senate Commissioner for Integration: Tasks, Advisory Services, Public Relations**

The Senate Commissioner for integration and migration is responsible for all integration and migration issues at a cross portfolio level. Established in 1981, this was the first office of its kind in Germany. This office has been headed by Mr. Günter Piening since 2003.

#### **Cross Portfolio Tasks**

The commissioner's primary task is to identify and decide the basic issues of foreigner and integration policies and to coordinate these with other administrations in the State of Berlin. The Commissioner is also responsible for analysing and designing programmes and other measures for breaking down - in the legal, administrative and social areas - integration inhibitions which in the long term endanger the peaceful co-existence of people of greatly different origins, nationalities and religions. The focal points of this work include intercultural opening and redirection of the administration and reduction of discrimination. Here, the Commissioner works together closely with the State Office for Equal Treatment - against Discrimination ("Landesstelle für Gleichbehandlung – gegen Diskriminierung", see section 8.2)

The office of the integration commissioner is also the office of the national adviser for integration and migration, which was founded in 2003 and in which representatives of organizations for the concerns of migrants, of senate administrations, of industry and commerce, and of welfare institutions accompany the migration policies and activities of the Berlin senate with a critical eye. The national adviser also awards the annual "integration prize".

One of the commissioner's other cross portfolio tasks is that of drawing up reports on the situation of the population sectors with migration background. These reports are approved by the senate.

In all of his fields of activity, the integration commissioner works together closely with municipal migrant commissioners and representations, with migrant associations, organizations and initiatives, and with associated diplomatic representations.

#### **Social Infrastructure for Migrants**

The senate of Berlin promotes legal and social equalization of migrant groups by means of a large number of integration related activities and other measures which are sponsored and looked after by various senate administrations. In particular, the integration commissioner furthers the work of migrant organizations with a sphere of influence that extends beyond the borders of Berlin with the goal of reinforcing participation by the migrants themselves. This work includes financial and other support of state wide federations in their work with migrants and of other such organisations.

#### **Counselling**

The Office of the Integration and Migration Commissioner is also a contact point if you need assistance with matters pertaining to foreigners and integration or with legal or social questions. The counsellor provides immediate clarification of cases in which there are doubts, as well as assistance with problems and emergency situations. Especially difficult individual cases can also be presented to the Berlin Hardship Cases Commission ("Berliner Härtefallkommission"), which reports to the commissioner.

## **Repatriates**

Today, repatriates have to face considerable problems during the process of integration. In July 2002 the spectrum of the tasks of the commissioner's office was extended to include responsibility for policy issues related to the integration of repatriates.

## **Public Relations**

The commissioner for integration and migration campaigns in public for integration, openness and willingness to communicate with migrants and provides both German and non-German Berliners with important information. This public relations work aims, among other things, to present the principles and decisions of migration policy and to inform the public of the legal bases.

Events and public campaigns are intended to communicate to all Berliners, both Germans and non-Germans, that the togetherness of all Berliners is a matter of course. Current topics and cases of conflict are addressed and a forum for discussion of issues related to integration is provided. Such events include the series "Under Construction - Immigration City Berlin", which treats topics such as "Islam and School", construction of new mosques in the one or other district, and the future perspective in Germany of girls with migration background. Visitor groups to the migration office have the opportunity to inform themselves of current issues of integration policy and of the current situation of the various migrant communities in Berlin.

An overview of current activities is provided by the website of the integration commissioner:

[www.integrationsbeauftragter-berlin.de](http://www.integrationsbeauftragter-berlin.de)

The free monthly newsletter "Top – Berlin international" is sent by E-mail to anyone who is interested. To request a copy please send an E-mail to [newsletter@intmig.berlin.de](mailto:newsletter@intmig.berlin.de).

## **Der Beauftragte des Senats für Integration und Migration**

Günter Piening

Potsdamer Straße 65, 10785 Berlin

Tel.: (0 30) 9017-23 51

Fax: (0 30) 9017-23 20

E-mail: [Integrationsbeauftragter@intmig.berlin.de](mailto:Integrationsbeauftragter@intmig.berlin.de)

Internet: [www.integrationsbeauftragter-berlin.de](http://www.integrationsbeauftragter-berlin.de)

### **Advisory Services:**

Counselling hours:

Monday 9 a.m. – 1 p.m.

Tuesday 9 a.m. – 1 p.m.

Wednesday, ---

Thursday 3 p.m. – 6 p.m.

Friday ---

Telephone for counselling: 9017-23 72

### **Public Relations:**

Phone: 9017-23 57 or 9017 2322

Newsletter: phone: 9017 2374,

E-mail: [newsletter@intmig.verwalt.de](mailto:newsletter@intmig.verwalt.de)

Foreign languages spoken: Arabic, Croatian, English, French, Greek, Italian, Polish, Rumanian, Russian, Spanish, Turkish and Vietnamese.

## **Publications of the Berlin Commissioner for Integration and Migration**

The UN has 191 member countries. Citizens from almost all UN countries live in Berlin. Some of them stay only for a short time; others have already become well established Berliners. Many of these minority communities can already point to a long history in Berlin.

Berlin's commissioner for integration and migration publishes a series about the history and present situation of immigrant minorities. This series introduces the reader to numerous nationalities living in Berlin and treats general topics related to migration, intercultural life and religion.

Of course, not all minorities which have immigrated to Berlin are represented by a publication of their own, but this series is being extended, step by step. These brochures have a certain concern at heart: they want to know peoples of vastly different origins, nationalities and religion who live in Berlin have settled down and shot new roots. Immigration is not a new subject. Berlin has been characterized, formed and built by immigrants throughout its entire history. The series tries to track down the traces of this city's multi cultural history, many of which have been buried. Berlin's history has its very own American, Arabian, Bulgarian, English, French, Polish, Russian and Turkish sides, to name but a few examples. The periodical strives to strengthen the public's awareness of this.

For the minorities living here, these brochures are a key to their history in Berlin, and reinforce their connection with the city. The brochures also provide ways to get in touch with the local communities because they also contain addresses and meeting points. More than 40 brochures are available so far. The brochures can be purchased from the integration commissioner at a nominal price. Information about the latest issues is available on the internet at:

[www.berlin.de/lb/intmig/publikationen/index.html](http://www.berlin.de/lb/intmig/publikationen/index.html)

### **4.2 District Integration Commissioners**

Each District Office ("Bezirksamt" - BA) of Berlin has its own Integration Commissioner who is available to you for advice and assistance. These persons are as follows.

BA Friedrichshain-Kreuzberg  
Frau Regina Reinke  
Frankfurter Allee 35-37  
10247 Berlin  
Tel.: +4930(030) 902983133  
Fax: +4930(030) 902982515  
E-mail: [Regina.Reinke@ba-fk.verwalt-berlin.de](mailto:Regina.Reinke@ba-fk.verwalt-berlin.de)

BA Lichtenberg-Hohenschönhausen  
Frau Heike Marquardt  
Möllendorffstraße 6  
10360 Berlin  
Tel.: +4930(030) 55043907  
Fax: +4930(030) 55043309  
E-mail: [Heike.Marquardt@ba-libg.Verwalt-Berlin.de](mailto:Heike.Marquardt@ba-libg.Verwalt-Berlin.de)

BA Marzahn-Hellersdorf  
Frau Elena Marburg  
Alice-Salomon-Platz 3  
12591 Berlin  
Tel.: +4930(030) 902932060  
Fax: +4930(030) 902932055  
E-mail: [Elena.Marburg@ba-mh.verwalt-berlin.de](mailto:Elena.Marburg@ba-mh.verwalt-berlin.de)

BA Mitte  
Herr Mustafa Turgut Cakmakoglu  
Mathilde-Jacob-Platz 1  
10551 Berlin  
Tel.: +4930(030) 200932198  
Fax: +4930(030) 200932021  
E-mail: [mustafa.cakmakoglu@ba-mitte.verwalt-berlin.de](mailto:mustafa.cakmakoglu@ba-mitte.verwalt-berlin.de)

BA Neukölln  
Frau Karin Korte  
Karl-Marx-Straße 83  
12040 Berlin  
Tel.: +4930(030) 68092951  
Fax: +4930(030) 68093742  
E-mail: [Karin.Korte@ba-nkn.verwalt-berlin.de](mailto:Karin.Korte@ba-nkn.verwalt-berlin.de)

BA Pankow  
Frau Karin Wüsten  
Breite Straße 24A-26  
13062 Berlin  
Tel.: +4930(030) 48832524  
Fax: +4930(030) 48832230  
E-mail: [karin.wuesten@ba-pankow.verwalt-berlin.de](mailto:karin.wuesten@ba-pankow.verwalt-berlin.de)

BA Reinickendorf  
Frau Regine Bouédibéla-Barro  
Eichborndamm 215-239  
13437 Berlin  
Tel.: +4930(030) 41922024  
Fax: +4930(030) 41922341  
E-mail: [Regine.Bouedibela-Barro@ba-rdf.verwalt-berlin.de](mailto:Regine.Bouedibela-Barro@ba-rdf.verwalt-berlin.de)

BA Spandau  
Frau Doris Ducke  
Carl-Schurz-Str. 2/6,  
13597 Berlin  
Tel.: +4930(030) 33033940  
Fax: +4930(030) 33032700  
E-mail: [doris.ducke@ba-spd.verwalt-berlin.de](mailto:doris.ducke@ba-spd.verwalt-berlin.de)

BA Tempelhof-Schöneberg  
Frau Gün Tank  
John-F.-Kennedy-Platz  
10820 Berlin  
Tel.: +4930(030) 75606263  
Fax: +4930(030) 75606344  
E-mail: [Tank@ba-ts.verwalt-berlin.de](mailto:Tank@ba-ts.verwalt-berlin.de)

BA Treptow-Köpenick  
Frau Violetta Tobias  
Alt-Köpenick 21  
12555 Berlin  
Tel.: +4930(030) 61722211  
Fax: +4930(030) 61722040  
E-mail: [violetta.tobias@ba-tk.verwalt-berlin.de](mailto:violetta.tobias@ba-tk.verwalt-berlin.de)

BA Charlottenburg-Wilmersdorf  
Frau Azize Tank  
Otto-Suhr-Allee 100  
10585 Berlin  
Tel.: +4930(030) 902913329  
Fax: +4930(030) 902912647  
E-mail: [migrantenbeauftragte@charlottenburg-wilmersdorf.de](mailto:migrantenbeauftragte@charlottenburg-wilmersdorf.de)

## 5. Foreigners' Office ("Ausländerbehörde")

Department IV – **Foreigners' Office**, Immigration Unit – of the State Office for Public Affairs is responsible for all questions which pertain to the rights of you, a foreigner, to reside in Germany. The address is:

Landesamt für Bürger- und Ordnungsangelegenheiten  
Ausländerbehörde - Referat Zuwanderung -  
Friedrich- Krause- Ufer 24  
13353 Berlin

|                  |           |                  |
|------------------|-----------|------------------|
| Visiting Hours:  | Monday    | 7 a.m. – 2 p.m.  |
|                  | Tuesday   | 7 a.m. – 2 p.m.  |
|                  | Thursday  | 10 a.m. – 6 p.m. |
| Telephone Hours: | Wednesday | 9 a.m. – 12 noon |
|                  | Friday    | 9 a.m. – 12 noon |

To avoid long waits when visiting, please make an appointment during telephone hours.

Service telephone for general information: 90269- 4000

## II. Living in Berlin: Housing, Jobs, Raising Children, Education and Health

### 6. Housing in Berlin

In Berlin you will find that a large number of apartments of various sizes is available in all districts and price ranges. In comparison to other major cities in Germany, and especially to other European metropolises, rents in Berlin are rather low.

#### 6.1 Looking for an Apartment

You can easily find a suitable apartment in the classifieds section of the large Berlin daily newspapers. Most of the ads are in the weekend edition. There are also publications dedicated to ads for apartments offered and apartments wanted.

You can also get an impression of the market through the internet and view offers there. In the websites of most of Berlin's daily newspapers, it is possible, independently of the paper's special editions, to look for apartments and/or to place an ad yourself.

Real estate agents offer apartments too. These agents are private companies that deal in selling and renting apartments. The phone numbers and addresses of real estate agents can be found in the "Gelben Seiten" ("yellow pages", look under "Makler" or "Immobilienmakler"). Most of these agents charge a commission for their services.

When looking for an apartment, you might also enquire in the housing offices in the districts of interest to you ("Wohnungsamt", located in district office - see section 2) They offer information on "Wohnungsgesellschaften", which are state-run housing associations that provide apartments for rent.

#### 6.2 Rent

Rent - "Miete" or "Monatsmiete" in German - is the amount paid by the tenant ("Mieter") to the landlord ("Vermieter") every month for use of the apartment ("Netto-Kaltmiete", net cold rent). There are also side costs for items like garbage disposal, street and house cleaning, heating and water supply.

Some costs, such as those for heating, are charged on the basis of actual consumption. Other costs are charged in dependence on the size of the apartment and the number of occupants.

Electricity and telephone (always), as well as natural gas (usually), are not paid through the landlord but are charged directly on the basis of your contract with the provider. You might have a choice of providers. When you move in, contact the providers to agree on the contract and arrange for payment.

All costs in addition to the rent are paid at a monthly flat rate which is an estimate of average monthly cost. Accounts are settled at the end of an accounting year. If you get a refund, the monthly rate for the following year is reduced; if you have to pay an additional amount, the monthly rate is increased.

The additional costs that are paid through the landlord every month together with the rent are called "Nebenkosten" and the total amount paid to the landlord every month is called "Warmmiete".

#### Additional Costs - Save Energy

You can save a lot of money by using as little heat, electricity and natural gas as possible (if the charge is based on your consumption, as it probably is). Tips for economic use of electricity and gas are available from providers such as Vattenfall for electricity and GASAG for natural gas. Free information provided by unbiased experts (not affiliated with providers) concerning heating, hot water, insulation, solar technology and savings is available from the "Gesellschaft für Rationelle Energieverwendung e.V." in Berlin.

#### Rent Comparisons ("Berliner Mietspiegel")

The "Berliner Mietspiegel" (rent index) gives, for each district, an overview of common rent prices by type of apartment, type and age of building, size of apartment, facilities provided and quality. The "Mietspiegel" is (only) directly applicable to units in buildings for two or more families which were ready for use on or before September 30, 1999 and for which the price is not set by law.

The rent is given as a monthly "Netto-Kaltmiete" in EUR/m<sup>2</sup>. Not included are:

- collective heating and hot water supply
- operating costs
- furniture and sublet supplements
- surcharges for use of additional housing space for other purposes

The "Mietspiegel" is available at

**Senatsverwaltung für Stadtentwicklung**

Herr Berke

Württembergische Straße 6

10707 Berlin

Tel.: +49(0) 30 9020-5555

Fax: +49(0) 30 9012-3501

E-mail: [info-center@senstadt.verwalt-berlin.de](mailto:info-center@senstadt.verwalt-berlin.de)

Internet: [www.stadtentwicklung.berlin.de](http://www.stadtentwicklung.berlin.de)

**6.3 Tenant Associations**

Advisory service and legal protection for tenants are offered by the following tenant associations:

**Berliner MieterGemeinschaft e.V.**

Möckernstraße 92

10963 Berlin

Tel: 030 / 216 80 01

Fax: 030 / 216 85 15

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

**Berliner Mieterverein e.V.**

Landesverband Berlin im Deutschen Mieterbund e.V.

Main office: Wilhelmstraße 74, 10117 Berlin

(near Brandenburger Tor, entrance from Behrenstrasse)

Tel: 030 / 22 62 6-0

Fax: 030 / 22 62 61 61

[www.berliner-mieterverein.de](http://www.berliner-mieterverein.de)

**Mieterschutzbund Berlin e.V.**

**Konstanzer Straße 61**

10707 Berlin

Tel: 030 / 882 30 85

Fax: 030 / 882 77 00

**Filiale Torstraße 25**

10119 Berlin

Tel: 030 / 2 01 15 27

Fax: 030 / 2 01 15 96

**Filiale Sonnenallee 95**

12045 Berlin

Tel: 030 / 6 87 01 21

Fax: 030 / 6 82 11 47

**6.4 Registration of your New Residence**

In Berlin, like everywhere else in Germany, you have to register your residency. This means that everyone who moves into a residential unit in Berlin must be registered with the district authority responsible ("Meldebehörde"). According to § 11 of the Berlin registration law ("Meldegesetz"), this must be done in person at the local registration office of the new residence ("Meldestelle") within one week of moving in. For the addresses of these offices please see section 2.

## 7. Working in Berlin

Most people, including most immigrants, are not self-employed, so they need to find a job.

### 7.1 Finding a Job: Federal Employment Agencies and Job Centres

Are you looking for a job? Do you wish to switch to a new line of work?

The federal employment agencies (“Bundesagenturen für Arbeit”) and their job centres arrange jobs and training positions, advise employers and job seekers, and offer help with improving your chances of finding a job, say by subsidizing training that is appropriate for you. Job centres also arrange for job oriented education. Job offers and searches for jobs are cross linked nation wide so that those who are looking for a job and are willing to move get an overview of the German market.

Are you looking for help and support with selecting the right professional or educational programme?

The vocational information centres in the federal employment agencies are there to provide you with career guidance and information about training positions. Their vocational counselling and placement service are available to everyone free of charge, regardless of whether unemployment insurance premiums have already been paid (through a previous job). These agencies can also subsidize training for a profession or vocation.

You find full information in answer to your questions at the employment agencies and job centres.

The federal employment agencies also serve as a safety net. For example, if you lose your job or if your employer goes bankrupt or cannot hire you full time any more. In cases such as these you receive unemployment benefits, namely "Arbeitslosengeld", "Insolvenzausfall" or "Kurzarbeitergeld". Special rules apply to jobs in the (seasonal) construction industry ("Winterbauförderung").

In addition, the federal employment agencies are responsible for supporting the professional opportunities and employment of disabled persons and for financial support directed toward maintaining and creating jobs. Also, you can apply for child allowances at the agency's "Familienkasse".

Here are the contact details and hours of the **federal employment agencies in Berlin:**

#### **Federal Employment Agency in Berlin Mitte**

##### Geschäftsstelle Friedrichshain-Kreuzberg

Charlottenstraße 97 - 90, 10969 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 994 060:

E-mail: [Berlin-Mitte@arbeitsagentur.de](mailto:Berlin-Mitte@arbeitsagentur.de)

##### Geschäftsstelle Müllerstraße

Müllerstraße 16, 13353 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 844040

E-mail: [Muellerstraße@arbeitsagentur.de](mailto:Muellerstraße@arbeitsagentur.de)

##### Geschäftsstelle Lichtenberg

Gotlindestraße 93, Haus 2, 10365 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: 030 / 5555 88 4999

E-mail: [Lichtenberg@arbeitsagentur.de](mailto:Lichtenberg@arbeitsagentur.de)

Geschäftsstelle Marzahn-Hellersdorf

Janusz-Korcak-Straße 32, 12627 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: 030 / 5555 89 1599

E-mail: [Marzahn-Hellersdorf@arbeitsagentur.de](mailto:Marzahn-Hellersdorf@arbeitsagentur.de)

Regular opening hours for the agencies in Berlin Mitte:

Mo 8 a.m. – 4 p.m.

Tu 8 a.m. – 4 p.m.

We 8 a.m. – 12 noon

Th 8 a.m. – 6 p.m.

Fr 8 a.m. – 12 noon

**Federal Employment Agency in Berlin Nord**

Geschäftsstelle Charlottenburg – Wilmersdorf

Königin-Elisabeth-Str. 49, 14059 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 704 444

E-mail: [Berlin-Nord@arbeitsagentur.de](mailto:Berlin-Nord@arbeitsagentur.de)

Geschäftsstelle Pankow

Storkower Str. 118/120, 10407 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 851 596

E-mail: [Pankow@arbeitsagentur.de](mailto:Pankow@arbeitsagentur.de)

Geschäftsstelle Reinickendorf

An der Mühle 5 - 9; 13507 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 86399

E-mail: [Reinickendorf@arbeitsagentur.de](mailto:Reinickendorf@arbeitsagentur.de)

Geschäftsstelle Spandau

Brunsbütteler Damm 75-77, 13581 Berlin

Tel. for employees: 01801 - 555111

Tel. for employers: 01801 - 664466

Fax: (030) 5555 712 444

E-mail: [Spandau@arbeitsagentur.de](mailto:Spandau@arbeitsagentur.de)

Regular opening hours for the agencies in Berlin Nord:

Mo 8 a.m. – 4 p.m.  
Tu 8 a.m. – 4 p.m.  
We 8 a.m. – 12 noon  
Th 8 a.m. – 6 p.m.  
Fr 8 a.m. – 12 noon

### **Federal Employment Agency in Berlin Süd**

#### Geschäftsstelle Neukölln

Sonnenallee 282, 12057 Berlin  
Tel. for employees: 01801 - 555111  
Tel. for employers: 01801 - 664466  
Fax: (030) 5555 774 444  
E-mail: [berlin-sued@arbeitsagentur.de](mailto:berlin-sued@arbeitsagentur.de)

#### Geschäftsstelle Treptow-Köpenick

Hans-Schmidt-Straße 12, 12489 Berlin  
Tel. for employees: 01801 - 555111  
Tel. for employers: 01801 - 664466  
Fax: (030) 5555 781 505  
E-mail: [Treptow-Koepenick@arbeitsagentur.de](mailto:Treptow-Koepenick@arbeitsagentur.de)

#### Geschäftsstelle Tempelhof-Schöneberg

Gottlieb-Dunkel-Straße 43-44, 12099 Berlin  
Tel. for employees: 01801 - 555111  
Tel. for employers: 01801 - 664466  
Fax: (030) 5555 833 333  
E-mail: [Tempelhof-Schoeneberg@arbeitsagentur.de](mailto:Tempelhof-Schoeneberg@arbeitsagentur.de)

#### Geschäftsstelle Steglitz-Zehlendorf

Händelplatz 1, 12203 Berlin  
Tel. for employees: 01801 - 555111  
Tel. for employers: 01801 - 664466  
Fax: (030) 5555 814 999  
E-mail: [Steglitz-Zehlendorf@arbeitsagentur.de](mailto:Steglitz-Zehlendorf@arbeitsagentur.de)

Regular opening hours for the agencies in Berlin Mitte:

Mo 8 a.m. – 4 p.m.  
Tu 8 a.m. – 4 p.m.  
We 8 a.m. – 12 noon  
Th 8 a.m. – 6 p.m.  
Fr 8 a.m. – 12 noon

The **job centres** are operated by the district offices and the Federal Employment Agency. Together, they pay out welfare benefits in accordance with Book II of the German Social Security Code ("Sozialgesetzbuch II" = SGB II). The job centres in Berlin are as given below. (The charges for the telephone and fax numbers which are marked with '\*' can differ from provider to provider.)

### **Jobcenter Charlottenburg-Wilmersdorf**

Bundesallee 206, 10717 Berlin  
Tel.: 0180/100309302601\*  
Fax: 030/5555326993

**Jobcenter Friedrichshain-Kreuzberg**

Kochstraße 30-31, 10969 Berlin

Tel.: 0180/100259203807\*

**Jobcenter Lichtenberg**

Gotlindestraße 93, 10365 Berlin

Tel.: 0180/100260116001\*

Fax: 030/5555883999

**Jobcenter Marzahn-Hellersdorf**

Allee der Kosmonauten 29, 12681 Berlin

Tel.: 0180/100259916001\*

Fax: 030/5555486666

**Jobcenter Berlin Mitte**

Sickingenstraße 70, 10553 Berlin

Tel.: 0180/100259303807\*

Fax: 030/5555456602

**Jobcenter Neukölln**

Lahnstraße 56, 12055 Berlin

Tel.: 01801/002511406666\*

Fax: 030/5555747777

**Jobcenter Pankow**

Storkower Straße 133, 10407 Berlin

Tel.: 0180/100309506666\*

Fax: 01801/00309506899\*

**Jobcenter Reinickendorf**

Mirastraße 54, 13509 Berlin

Tel.: 0180/100309401000\*

Fax: 01801/00309406978\*

**Jobcenter Spandau**

Brunsbütteler Damm 75-77, 13581 Berlin

Tel.: 0180/100251302513\*

**Jobcenter Steglitz-Zehlendorf**

Birkbuschstraße 10, 12167 Berlin

Tel.: 0180/100258206666\*

Fax: 01801/00258207777\*

**Jobcenter Tempelhof-Schöneberg**

Wolframstraße 89-92, 12105 Berlin

Tel.: 0180/100258306666\*,

Fax: 01801/00258307777

**Jobcenter Treptow-Köpenick**

Groß-Berliner-Damm 73a-e, 12487 Berlin

Tel.: 0180/100251506666\*

Fax: 01801/00251506669\*

## **7.2 Work Permits**

In order to get a job, an immigrant who is not a citizen of the EU needs either a residence permit ("Aufenthaltserlaubnis") which entitles him or her to have a job or a settlement permit ("Niederlassungserlaubnis"). The residence permit must state specifically that employment (dependent employment or self employment) is allowed. The following procedure applies in principle for all types of employment.

In the case of many immigrants, the right to engage in gainful employment will be granted immediately solely on the basis of the regulations in the Residence Law ("Aufenthaltsgesetz") when the residence permit is issued. In these cases the Federal Employment Agency is not consulted.

With other immigrants, a residence permit will be issued on the basis of the general requirements for residence in Germany, without, however, the right to work being granted automatically at that time. In these cases the Foreigners' Office obtains the consent of the Federal Employment Agency to grant permission to engage in gainful employment. In principle, the Federal Employment Agency only consents if there is a vacancy for the immigrant that cannot be filled by a German, an EU citizen or other preferred employable person (non-EU foreigner who has been living in Germany for a fairly long time).

EU citizens can enter Germany for job-seeking purposes. EU citizens and their family dependents (if also citizens of an EU member state) will be issued a certificate of their right to reside in Germany. EU citizens qualify for holding a job and do not need special approval from the Federal Employment Agency. There are restrictions in regard to EU citizens from Central and Eastern Europe (cf. section 19.1)

## **7.3 Social Insurance and Taxes**

Every employee needs a tax card ("Lohnsteuerkarte") and a social insurance card ("Sozialversicherungsausweis"). Tax cards are provided by the local authorities ("Bürgeramt") of the district in which you have your main residence. Social insurance cards are provided by the pension insurance agencies. You will be registered at the pension insurance agency on the occasion of your first employment (usually by the employer), upon which you obtain your social insurance number and your social insurance card.

Almost all work contracts fix the gross income. Social insurance contributions and taxes are deducted by the employer from your gross income and passed on to the government. Thus the amount left over, your net income, is paid out to you. You are given a salary statement that states your gross and net income.

In the case of social insurance, claims due to illness or accident, unemployment, age, need of care and disability are based on the premiums paid by you and your employer into social insurance.

Monthly rates for health insurance, unemployment insurance, old-age pension insurance and care insurance, are called social contributions ("Sozialabgaben"). The total monthly amount depends on your income. You and your employer each pay half the required amount. The employee's contribution is deducted from your gross income; the employer must pay this contribution and the employer's contribution into the insurance.

It is your gross income which is taxed. The rate depends on your total income, your family status and the tax class (I-VI). The tax class depends on your civil status, number of children and whether or not your income is "secondary". If both partners earn a taxable income, certain combinations of tax classes might be beneficial. Information regarding the tax class and children are entered in the tax card obtained from the residents' office where you are registered ("Bürgeramt").

The tax card is given to the employer. The employer fills in your income and related information. Taxes are deducted automatically from the monthly gross income.

Tax refunds can be claimed at the end of the year. Please turn to the income tax association ("Lohnsteuerverein") or a tax consultant for further information. The tax authorities ("Finanzamt") are obliged to render assistance when asked. For more information please ask local tax authorities, a tax consultant or visit the Federal Ministry of Finances' website at [www.finanzamt.de](http://www.finanzamt.de). The Federal Ministry of Finances also provides a brochure "Steuern von A bis Z" ("Taxes from A to Z") at [www.bundesfinanzministerium.de](http://www.bundesfinanzministerium.de).

## 7.4 Works Council

A works council ("Betriebsrat") can be elected in accordance with the industrial democracy act (Betriebsverfassungsgesetz) in all companies that are organized under private law (e.g. GmbH, Aktiengesellschaft) and have at least five permanent employees. With larger companies there is a works council for each company site and an overall works council too. The works council represents the interests of the work force within the company. The works council and the employer generally work together with the trade unions and employer federations represented in the firm.

The works council is elected by all the employees of the company, including all those who are not citizens of Germany. The works council monitors compliance of the employer with workers' rights, safety regulations, collective bargaining agreements and company agreements and that employees, including prospective employees, are not treated unequally in any aspect of employment or occupation because of ethnic origin, religion, nationality, place of origin, political or trade union activities or attitudes, or because of their gender, age, a disability or sexual orientation.

Another important task of the works council under German law is that of supporting the process of integration of foreign employees and promoting better understanding between foreign and German workers. The works council too (not just the employer!) can initiate measures designed to combat racism and xenophobia within the company. The works council has the right to demand that an employee be removed for racist or xenophobic conduct and the right to refuse to approve the hiring of a prospective employee known for his or her racist or xenophobic conduct.

The works council has the right to participate in social, personnel and economic matters. For example, it also has a say if workers are ordered to work overtime or only part time. It also has a right to be involved in any envisaged recruitment or layoffs of workers and in drawing up social plans in the event of factory closures or other company changes. In some companies the employer and works council have concluded company agreements to promote equal opportunities and to protect against and combat discrimination on any of the aforementioned grounds.

## **7.5 Self Employment**

Immigrants who have been issued a residence permit are only allowed to be self employed if the residence permit contains the additional notation "Erwerbstätigkeit gestattet" or states expressly that permission to engage in a particular activity as self employed person is granted. A notation, which excludes self-employment, can, on request, be changed or lifted by the Foreigners' Office.

A residence permit can be issued for the purpose of self employment insofar as positive effects on the German economy are to be expected to result. This requirement is generally deemed to be fulfilled when the amount to be invested is at least five hundred thousand euros and when at least five new jobs will be created. If the investment sum or number of jobs to be created is less, the prerequisites are examined by trade authorities and associations for viability of the concept, amount of capital to be invested, and business experience. Foreigners over 45 years of age normally only receive a residence permit if they have an appropriate retirement plan.

### Information centres for investors from outside Germany:

Wirtschaftsförderung Berlin International GmbH  
Fasanenstr. 85, 10623 Berlin,  
Tel: +49 30 39980218

Zentrale Anlauf- und Koordinationsstelle für Unternehmen (ZAK)  
Martin-Luther-Str. 105, 10825 Berlin,  
Tel: +49 30 9013 - 7601

### Information centres of the chambers:

Industrie- und Handelskammer (IHK)  
Fasanenstraße 85, 10623 Berlin  
Tel.: +49 30 315 10-0  
Fax: +49 30 315 10-278

Handwerkskammer zu Berlin (HWK)  
Blücherstraße 68, 10961 Berlin  
Tel.: +49 30 259 03-01  
Fax: +49 30 259 03-235

### Other information centres:

Beratungs- und Ausbildungszentrum für zugewanderte Gewerbetreibende  
Schliemannstraße 23, 10437 Berlin,  
Tel.: +49(0) 30 44 65 10 65  
Fax: +49(0) 30 444 10 85

For especially innovative business start-ups there is the

Innovation und Bildung Hohenheim GmbH (IBH)  
Projektleitung: Frau Ingrid Katz. M.A.  
Wollgrasweg 49, 70599 Stuttgart, Germany  
Tel: 0711/451017-206  
Fax: 0711/123-2556

For women who wish to start up a business there is the

bundesweite gruenderinnenagentur (bga)  
Haus der Wirtschaft  
Willi-Bleicher-Str. 19  
70174 Stuttgart, Germany  
Tel. (hotline): 01805 - 22 90 22  
Internet: [www.gruenderinnenagentur.de](http://www.gruenderinnenagentur.de)  
E-mail: [hotline@gruenderinnenagentur.de](mailto:hotline@gruenderinnenagentur.de)

## 8. Anti-Discrimination and Equality

### 8.1 Equal Treatment of Men and Women

In the Federal Republic of Germany a guarantee of equal treatment is contained in Art. 3 of the "Grundgesetz" ("Basic Law"), which is equivalent to the constitution in other countries. Art. 3 reads:

Art. 3 [Equality]

- (1) All people are equal before the law.
- (2) Men and women are entitled to equal treatment. ....
- (3) Nobody may be disadvantaged or favoured because of gender, ..... .

Equality has been being brought about through the law of equal rights which took effect on July 1, 1958. Many details of this basic right have been worked out subsequently: for example, in 1957: as part of the equality law (marriage law, law of property and custody), in 1980: equal treatment at work 1980, in 1994: employment protection and support programs for women in business and in 2006: the Equal Treatment Law (see section 8.2).

In many professions women are still paid 25 percent less on average than men. Nevertheless, family duties remain often the women's part (single parent). Calls for law against discrimination and "quotas regulations", i.e. "women quotas" for job hires demonstrate already since the eighties and nineties, how slowly accustomed social structures change.

In the meantime, changes have occurred. More and more women are successful in professional life and honorary positions. To push this process further ahead there are many initiatives supporting women to achieve their goals. The Federal Ministry for Family, Seniors, Women and Youth offers information about initiatives and projects for women promotion on its website ([www.bmfsfj.de](http://www.bmfsfj.de)).

The Federal Government has launched a nationwide agency for female founders, hereby emphasizing the promotion of professional independence of women. This partnership project of the federal ministries for family, seniors, women and youth (BMFSFJ), for development and research (BMBF) as well as economy and work (BMWA) should increase the amount of inaugurations by women and improve the environment for women foundations in general (cf. 7.5).

The project "women to the top" has the goal to increase the percentage of women in leadership positions of sport associations and federal sports leagues to benefit from the experience and competences of women. More information is available at [www.femtotop.de](http://www.femtotop.de) .

The website [www.frauenmachenkarriere.de](http://www.frauenmachenkarriere.de) offers quick and easy access to comprehensive information about employment of women. Service and background information can be found on topics like gaining access to a vocation, career, start-up and return to a career. The whole package contains information at both federal and state levels.

The State of Berlin treats women and men on an equal basis and supports women who are trying to lead their own lives and to identify and avail themselves of educational and occupational opportunities. Improving the position of women so that it is comparable to that of men is of high priority in Berlin. Accordingly, women in Berlin have many options for consultation, training and support in critical situations.

Consultation and information on existing opportunities for improving the position of women is available from the district authorities' Commissioner for Women. The contact details are given on the following pages.

## **Equality Commissioners of the Districts**

### **Bezirksamt Charlottenburg- Wilmersdorf**

Büro der Frauenbeauftragten  
Room 241 d, Otto-Suhr-Allee 100, 10585 Berlin,  
E-mail: [frauenbeauftragte@ba-cw.verwaltberlin.de](mailto:frauenbeauftragte@ba-cw.verwaltberlin.de)  
Tel. 9029-12690  
Fax 9029-12055  
Foreign languages: English

### **Bezirksamt Friedrichshain- Kreuzberg**

Gleichstellungsbeauftragte  
Room 2915/16, Frankfurter Allee 35 -37, 10216 Berlin,  
E-mail [Koch-Knoebel@ba-frh.verwalt-berlin.de](mailto:Koch-Knoebel@ba-frh.verwalt-berlin.de)  
Tel. 2324 -4109/11  
Fax 2324 - 4177  
Foreign languages: English

### **Bezirksamt Lichtenberg**

Gleichstellungsbeauftragte  
Room 10/11, Möllendorffstr. 6, 10360 Berlin,  
Tel. 5504-3320/3321,  
Fax 5504-3309

### **Bezirksamt Marzahn- Hellersdorf**

Gleichstellungsbeauftragte  
Room 452, Alice-Salomon-Platz 3, 12527 Berlin,  
E-mail: [Liane.Behrendt@ba-mh.verwalt-berlin.de](mailto:Liane.Behrendt@ba-mh.verwalt-berlin.de)  
Tel. 90293-2050/1  
Fax 90293-2055

### **Bezirksamt Mitte**

Amt für Gleichstellung, Frauenbeauftragte  
Room 212, Mathilde-Jacob-Platz 1, 10551 Berlin  
E-mail: [kerstin.drobick@ba-mitte.verwaltberlin.de](mailto:kerstin.drobick@ba-mitte.verwaltberlin.de)  
Tel. 2009-32048/32168  
Fax 2009-32101  
Room 126  
Foreign Languages: English

### **Bezirksamt Neukölln**

Frauenbeauftragte  
Room KU 62, Karl-Marx-Str. 83-85 12043 Berlin,  
E-mail: [Renate.Bremmert@BA-NKN.verwalt-berlin.de](mailto:Renate.Bremmert@BA-NKN.verwalt-berlin.de)  
Internet: [Members.AOL.COM/Frauenamt](http://Members.AOL.COM/Frauenamt)  
Tel. 6809-3555/3554,  
Fax 6809-2445

### **Bezirksamt Pankow**

Gleichstellungsbeauftragte  
Room 137, Breite Str. 24 A - 26, 13187 Berlin  
E-mail: [gleichb@ba-pkow.verwalt-berlin.de](mailto:gleichb@ba-pkow.verwalt-berlin.de),  
Tel. 4883-2305  
Fax 4883-2318  
Room 106  
Foreign Languages: Russian, English

**Bezirksamt Reinickendorf**

Frauenbeauftragte  
Room 124, Eichborndamm 215-239, 13437 Berlin,  
Tel. 4192-2309/2011  
Fax 4192-2215

**Bezirksamt Spandau**

Frauenbeauftragte  
Room 1201 a-c, Carl-Schurz-Str. 2-6, 13597 Berlin,  
Tel. 3303-3501/3602  
Fax 3303-7614  
Foreign Languages: English

**Bezirksamt Steglitz- Zehlendorf**

Frauenbeauftragte  
Room 301, Schloßstr. 80 (Kreisel), 12165 Berlin  
Tel. 6321-3206/3354  
Fax 6321-2670  
Foreign Languages: English

**Bezirksamt Tempelhof- Schöneberg**

Frauenbeauftragtenbüro  
Room 147 - 149, Rathaus Schöneberg, John-F.-Kennedy-Platz, 10820 Berlin  
E-mail: [birkelbach@ba-temp.verwaltberlin.de](mailto:birkelbach@ba-temp.verwaltberlin.de)  
E-mail: [hasecke@ba-temp.verwalt-berlin.de](mailto:hasecke@ba-temp.verwalt-berlin.de)  
Tel. 7560-6031/3642/8941  
Fax 7560-2391 (Frauenbeauftragtenbüro)  
Foreign Languages: by arrangement

**Bezirksamt Treptow-Köpenick**

Gleichstellungsbeauftragte  
Rathaus Köpenick  
Alt Köpenick 21, 12555 Berlin  
E-mail: [Christiane.Hartmann-Kraatz@batk.verwalt-berlin.de](mailto:Christiane.Hartmann-Kraatz@batk.verwalt-berlin.de)  
Tel. 6172-2309  
Fax 6172-2040  
Foreign Languages: English

## **8.2 State Office for Equal Treatment - Against Discrimination**

### **For Diversity -- Against Discrimination**

Berlin is a city which distinguishes itself through the diversity of its cultures and life forms and styles. The Senate's policies are based on the wish to preserve this diversity and to ensure that life in Berlin is supported by mutual tolerance and esteem. This includes proceeding actively and resolutely against discrimination. With this objective in mind, and on the basis of the General Equal Treatment Act ("Allgemeines Gleichbehandlungsgesetz" = AGG) which took effect for all of Germany in 2006, today, in the European Year of Equal Opportunity, a central anti-discrimination office has also been established at state level in Berlin. One of the principle tasks of this new office is to better inform Berliners of their rights in the event of illegal discrimination and to give them the courage to combat it. Roughly speaking, unequal treatment of youths and adults is illegal if it is based on gender, racial or ethnic origin, religion or belief, a disability, age or sexual orientation. Further objectives are those of sensitizing society, industry and commerce, administrations and politics to the rights of all Berliners to equal treatment and non-discrimination, public relations in regard to the AGG, initiation and promotion of preventive measures (e.g. continued education, informational materials), further development and direction of a network and needs oriented self-help and advisory infrastructure, support of individual administrations in implementing the AGG, reduction of structural discrimination by participation in development of new legislation, improvement of the availability of data about cases of discrimination in the state of Berlin and promotion of a culture of appreciation of diversity.

### **Senate Administration for Integration, Labour and Social Welfare**

Antidiskriminierungsstelle

Oranienstr. 106, 10969 Berlin

Tel. nos. (030) 9028-2708, 9028-1767, 9028-2726, 9028-1876, 9028-1791, 9028-2745

E-mail: [antidiskriminierungsstelle@senias.berlin.de](mailto:antidiskriminierungsstelle@senias.berlin.de)

Internet: [www.berlin.de/lb/ads/](http://www.berlin.de/lb/ads/).

General Equal Treatment Law:

[http://www.berlin.de/imperia/md/content/lb\\_ads/gleichstellungsstelleflyer\\_eng\\_280107.pdf](http://www.berlin.de/imperia/md/content/lb_ads/gleichstellungsstelleflyer_eng_280107.pdf)

## **9. Family Assistance**

### **9.1 Family Consultation Agencies**

- If you have questions about your marriage or partnership;
- If you have questions about bringing up your children;
- If there are conflicts in the family;
- If you and your spouse or partner want to separate;
- If you are worried about yourself or your children;
- If your children are having problems in school

you can find help and information at the education and family consultation agencies.

The family consultation agencies offer psychological, educational and therapeutic support on family matters, including bringing up your children. Depending on the case, help is offered from information conversation to consultation discussion, diagnostic analysis or psychotherapy.

The family consultation agencies are obliged under law to maintain secrecy, provide you easy and unbiased help free of charge, and, at your request, they will advise you without you having to tell them who you are. For more information and contact address please go to the website:

[www.efb-berlin.de](http://www.efb-berlin.de)

For more information and addresses of information centres, please refer to the citizen offices of the district authorities. The contact details of the district authorities are listed in section 2.

### **9.2 Child Allowances ("Kindergeld")**

Parents with certain residence titles receive child allowances depending on the number of minor children whom they support. You receive child allowances whether you are employed or not. Child allowances must be claimed at the Families' Funds Office ("Familienkasse") of the work agency or through your employer. Addresses are listed in chapter 7.1

### **9.3 Berlin Family Passport ("Berliner FamilienPass")**

Families with a Berlin Family Passport receive very attractive price reductions when visiting swimming pools, ice skating rinks, theatres, concerts and museums, when taking boat tours or when using many of the other public facilities in Berlin and the surrounding area. The Family Passport is issued by the JugendKulturService with financial support of the Senate Administration for Education, Science and Research. You can find out more at

[www.berlin.de/sen/bwf/Familien/Politik](http://www.berlin.de/sen/bwf/Familien/Politik)

or [www.jugendkulturservice.de](http://www.jugendkulturservice.de) .

### **9.4 The Guide for Families in Berlin**

The guide for families published by the Senate Administration for Education, Science and Research ("Senatsverwaltung für Bildung, Wissenschaft und Forschung") is helpful for all families looking for assistance. It provides information about the benefits available to families, ways to decrease your taxes, options for having your children taken care of while you are unable to do so (e.g. while at work), counselling services and interesting ways for families to spend their leisure time. This brochure is currently being brought up to date. When the new brochure is available, you will be able to read it on the internet and download it from there. The website is at:

[www.berlin.de/sen/familie/familienpolitik/index.html](http://www.berlin.de/sen/familie/familienpolitik/index.html)

## 10. Facilities for Children and Youths, School, Training and Higher Education

### 10.1 Day-Care Centres ("Kindertagesstätten" or "Kitas")

As parents you will find a wide variety of day care centres in each of Berlin's districts. The day care centres are responsible for encouraging your child's development and making it possible for you as parents to work while raising a family. Day care centres look after children from infancy until they are ready to start school.

Children who have previously lived in another country but in future will be growing up and going to school in Germany should enter a Kita as soon as possible. In a Kita, they will have the opportunity to learn to speak German, they will be stimulated, play with other children and make new friends. A child's ability to speak German is indispensable for its success in German schools later on.

#### What kinds of day care centres are there?

Kita places are offered by many organisations, especially associations for welfare work and centres run by the districts. The Kitas structure their work on the basis of a number of concepts. Some of them have special emphases such as motoric skills or musical abilities. Others have dual language concepts, working with each child both in German and in the language of its parents.

The Senate Administration for Education, Science and Research maintains a database of all child day care centres in Berlin. You can view it at its internet site ([www.berlin.de/sen/bwf](http://www.berlin.de/sen/bwf)).

There are also places in the programme "nursery care", especially for children under three years of age. Here, just one child or a very few children are looked after by a nanny. The hours for this care are flexible. For example, your child can also be left there during a weekend.

#### Which children can receive a place in a Kita or day care?

Before entering school, each child in Berlin should be looked after in accordance with its entirely individual, personal situation. The time allotted to this care should allow its parents to be able to work, to take training or higher education, or to look for work.

When your child celebrates its **third birthday**, it acquires the right to half day care in a kindergarten independently of whether or not you are able to look after it at home. If, for example, a child's parents need more care than this so that they are able to work, to take training or higher education, or to look for work, then the child's place in a kindergarten should include the necessary additional time.

**Children under three** years of age also have a right to a place for the amount of time required by its parents when a need for this arises, e.g. a job or the need to look for a job. Children under three years of age also receive a place when there is a need for such attention for pedagogic, social or family reasons. The local youth office evaluates the given special circumstances that are believed to justify such a need.

Beyond that, the following applies to children whose original language is not German as well as to children of migrants from countries where German is not spoken:

- all children whose parents attend the integration course pursuant to the immigration law or some equivalent language course have a need for a place for this reason alone and they have this right at least for the time required by the parents to attend this course.
- two year olds in whose families German is not spoken ("**children whose original language is not German**") have a right to a place for this reason alone, without any further need having to be demonstrated, such as, for example, jobs held by the parents. Even if such a child's parents are unemployed and the child could easily be taken care of at home, these children should have and be given this opportunity to learn the German language.

In any case, children of age 3 have a legal right to a half-day place, as a minimum, whereby the length of care can be increased if, for example, this is required because the parents attend a language course.

The above provisions should ensure that all children of parents who attend an integration or German language course and all children who are to be integrated in regards to language will receive a place in a day care facility insofar as the parents would like them to and apply for such a place.

**How long can you leave your child in the care of a Kita?**

Berlin’s day care centres *can* be open between 6 a.m. and 7:30 p.m. Each care facility has its own opening hours during this time. The duration of daily care for each child depends on the times during which the parents are at work or in training. The kitas offer places for half day care (4 to 5 hours), part time care (7 to 9 hours) or full day care (7 to 9 hours and beyond, for a maximum of 12 hours).

**How do you obtain a kita place for your child?**

To obtain a place in a kita or in nursery care, you should first turn to the Youth Office of the district in which you live and are a registered resident. The addresses of the youth offices are given in the brochure "Bildung, Erziehung und Betreuung in Kindertagesstätten Berlins" ("Education, Upbringing and Care in Berlin's Child Day Care Centres"), which is written for parents. This brochure is available from the Senate Administration for Education, Science and Research at their website:

[www.berlin.de/sen/familie/indertagesbetreuung/index.html](http://www.berlin.de/sen/familie/indertagesbetreuung/index.html)

There you can submit an application for care of your child in a day care centre. The Youth Office evaluates your child’s need for care and gives you a corresponding kita voucher. You then use this voucher to look for a place in a kita of your choice. This kita need not be located in your district; your kita voucher is valid for all kitas in Berlin. If you wish, the Youth Office will find a place that is suitable for you.

**How much does a kita place cost you?**

The parents’ contribution to the costs of kitas and nursery care is regulated uniformly for all locations in Berlin. This contribution applies to costs for child care and for meals. Your contribution for a warm meal at midday is 23 euros per month. Your contribution to costs for child care depends on your income, the duration of daily care, and further statutory criteria such as the number of children under 18 in your family. Here is an example. If your monthly income is less than 2,195 euros and there are three children under 18 living in your family, then your monthly contribution for half day care with lunch is 32 euros.

Important: During the last kita year before admission to regular school the total amount charged is only 23 euros per month. Further information about your contribution to kita costs is available under

[www.berlin.de/sen/familie/indertagesbetreuung/index.html](http://www.berlin.de/sen/familie/indertagesbetreuung/index.html).

**District Youth Offices – Contact Details for Child Day Care**

| District                     | Child Day Care   |
|------------------------------|--|
| Mitte                        | Karl-Marx-Allee 31, 10178 Berlin Room: 601 / 606<br>Tel: 2009 2 2233 Fax: 2009 2 3113  |
| Friedrichshain - Kreuzberg   | Rathaus, Frankfurter Allee 35/37, 10247Berlin Room: 3713<br>Tel: 90298 - 4382 , Fax: 90298 - 4227  |
| Pankow                       | Fröbelstr. 17 (Kita-Gutschein Haus 5), 10405 Berlin<br>Tel: 90295-5697, -5457, -5461, -6806, -5352, -5460, -5689, -5859, -5463, -5628, -5459, -5462, -5589, -5458<br>Fax: 90295 - 5841                 |
| Charlottenburg - Wilmersdorf | Rathaus Wilmersdorf, Fehrbelliner Platz 4, 10707 Berlin<br>Raum: 2146 a - 2149<br>Tel: 9029-15234, -15238, -15248, -15249, -15241, -15224, -15223, -15245, -15244, -14638, -14627<br>Fax: 9029 - 15205 |

| District               | Child Day Care   |
|------------------------|--|
| Spandau                | Klosterstr. 36, 13581 Berlin Room: 811<br>Telephone number, depending on first letter(s) of family name:<br>3303-3994: A, L, P, V; 3303-3798: B, J, T; 3303-2795: M, S, St,<br>3303-3778: D, E, F; -Grutze: G, N, R, Sch, Y; 3303-3990: C, H, R, Q, X;<br>3303-3833: I, K, O; 3303-6505: U, W, Z<br>Kita-Hotline: 3303 - 2337: general questions, etc. |
| Steglitz - Zehlendorf  | Schloßstr. 80, 12154 Berlin Room: 1613<br>Tel: 90299 -1642/ -4582/ -1550 Fax: 90299 -4549  |
| Tempelhof - Schöneberg | Strelitzstr. 15, 12105 Berlin Rooms: 1 - 19<br>Tel: 7560 -3493/ -2813 Fax: 7560 -2863  |
| Neukölln               | Rathaus Neukölln, Karl-Marx-Str. 83, 12040 Berlin<br>Room: A 250 - A 260 (see display case)<br>Tel: 6809 -3436/ -4187, Fax: 6809 -3041   |
| Treptow - Köpenick     | office building: Zum großen Windkanal 4, Haus 9,<br>12489 Berlin-Adlershof Room: 07<br>postal address: Postfach 910240, 12414 Berlin<br>Tel: 6172 -5329/ -5332 Fax: 6172 -5229   |
| Marzahn - Hellerdorf   | Riesaer Str. 94 , 12627 Berlin Rooms: A214 and A217<br>Tel: 90293 -4552/ -4536 Fax: 90293 - 4587   |
| Lichtenberg            | Große-Leege-Str. 103, 13055 Berlin Rooms: 200 to 211<br>Tel: 90296 - 5065/ 6029/ 6033/ 6078/ 6719/ 6720<br>Fax: 90296 - 6009   |
| Reinickendorf          | Nimrodstraße 4 - 14, 13469 Berlin, Room: 233<br>Elevator A, second floor, office<br>Tel: 90294 - 6676 Fax: 90294 - 6726  |

## 10.2 School: From Kindergarten ("Vorklasse") to High School

In Germany, there is a general requirement that each child attend school for at least ten years and then take vocational training for as long as the given vocation requires. Each school year begins on August 1. On that date, the children in Berlin who become obliged to attend school for at least ten years are those who have already become six years old or who will become six years old on or before December 31 of the given year. This applies independently of any previous voluntary attendance at nursery schools, etc. Upon application of a child's parents or legal guardian, the child will also be admitted to school on August 1 if he or she will become six years old by 31 March of the following year. Once a child is admitted to school, attendance is mandatory.

The quality of the German educational system – from elementary school ("Grundschule") up to the dual system of education in businesses and vocational schools (see vocational education) – has become a topic of great interest due to a number of international studies. As a result, schools are progressing in new directions. Variety, openness and cultural diversity characterize the program of schools and educational institutions.

**Competence in German**, which, of course, is also the language of communication in Germany for people of many different linguistic origins, is decisive for success in school. Therefore, each child's command of the German language is evaluated when the child is registered for school. If a need for improvement is ascertained, the child first attends a one year language course before starting school (effective August 2008, before then it was just a six month course). The purpose of this course is to ensure that each child has a good linguistic basis for success at school. Also, in the primary and higher level schools, special attention is directed toward the German language skills of children with migration

background. According to current plans, about 700 additional teachers are being hired in Berlin to teach this language course.

The Berlin educational system offers an established basic education and a manifold of possibilities for continued education. Pupils and students can be promoted at an early stage according to their talent, emphasizing on language, science or music.

In Berlin, there are about 850 public and private schools with a broad spectrum of pedagogic profiles. Certain schools, like the federal European schools with their bilingual programs and the elementary schools with German-Turkish alphabetisation are very popular.

The school system has several levels of education. All pupils start at an elementary school, before continuing at a higher level school.

The following brochures provide additional information:

- After Elementary School, What Then? – A Guide to Higher Level Schools
- Foreign Languages in Berlin's Schools
- Vocational and Professional Education for Berlin

These brochures are available in the information offices for school programmes.

### **Elementary Schools ("Grundschulen")**

Elementary schools generally cover grades 1 through 6. Most elementary schools offer a half day programme and are always open from 7:30 a.m. to 1:30 p.m. Beyond that, they all offer early morning, afternoon, early evening and holiday child care as full day schools in cases of demonstrated need. There are also 64 full day schools (including the 18 state European schools) which hold classes from 8 a.m. to 4 p.m. and also provide child care outside these hours and during holidays in cases of demonstrated need. Many elementary schools offer integration classes in which all children, including those with disabilities, are taught together. Many schools have special pedagogic focal points such as sports, music, theatre, art, Montessori, foreign languages and new media.

### **Higher Level Schools**

When a child leaves elementary school, where all the children are taught from the same curriculum, to enter a higher level school, his or her parents or legal guardian can decide to send it to an integrated comprehensive school ("Gesamtschule"), which is available to all children leaving elementary school regardless of their performance, or the parents or legal guardian can decide that the child shall continue his or her education in an intermediate school ("Hauptschule"), a secondary school ("Realschule"), or a high school ("Gymnasium"), depending on his or her previous performance in elementary school.

#### **Intermediate Schools ("Hauptschulen")**

Intermediate schools – grades 7 to 10 – impart a basic general education to their students and make it possible for them to obtain all the certificates of secondary level I, in accordance with their performance. The emphasis is on occupation and the relationship of knowledge to practise with the goal of preparing them with all the abilities required to take up vocational training.

#### **Secondary Schools ("Realschulen")**

Secondary schools – grades 7 to 10 – impart a basis for future vocational training at a higher level. A major area of concentration can be selected from a range of elective courses. The four year programme at a secondary school concludes with a secondary school diploma which is awarded on the basis of a central examination procedure. When this diploma is awarded and further conditions are met (see §7 VOGO, Ordinance for the Upper Grades) the student can, as an alternative to vocational training, also transfer to the upper grades of a high school.

#### **Combined Intermediate and Secondary Schools ("Verbundene Haupt- und Realschule")**

In the combined intermediate and secondary schools the courses taught in intermediate and secondary schools are combined pedagogically and organisationally. In general, separate classes are held for differing courses of study (corresponding to career objectives).

#### **High School ("Gymnasium")**

High schools generally start with grade 7, but some of them with special profiles start at grade 5. Up through grade 11 each student belongs to a single class in which all subjects are taught. At the end of grade 10 the students take the examination for a secondary school diploma. Students who

pass the examination and have suitable grades are promoted to the upper grades. Here, the student selects courses from a structured range of basic and elective courses. Upon completing grade 13 students finish their school education with the so called "Abitur", which comprises three written and least one oral examination as well as a presentation examination or a special project. Upon passing the Abitur a student acquires the right to study at institutions of higher learning and can therefore be admitted to studies at a university. Starting in 2011, grade 11 (introductory phase) will be eliminated so that the Abitur can be acquired after 12 years. With some courses of studies, however, the introductory phase will be retained.

### **Comprehensive School with High School ("Gesamtschule mit gymnasialer Oberstufe")**

Comprehensive school generally comprises grades 7 to 10. Here, the courses of study of the intermediate schools, secondary schools and high schools are integrated. A given student, depending on his or her capabilities, is imparted a basic, extended or in depth education so that he or she is able to concentrate on an area of learning which, depending on the school leaving certificate, he or she can pursue during subsequent vocational or academic training.

The comprehensive schools aim to teach all students together regardless of their previous performance; students are also looked after on an individual basis and assisted as appropriate. Some of the instruction is given to the entire class and some of the subjects are taught in accordance with previous performance as well as in required and elective courses, according to the student's inclination. Depending on performance, at the end of grade 10 each student is given an intermediate school certificate, an extended intermediate school certificate, a secondary school certificate, or a certificate which entitles him or her to graduate to the upper grades of high school. Most of the comprehensive schools also offer the upper grades of high school and some of them also have a basic level. All comprehensive schools are conducted as full day schools with additional out of class offers, including supervision of homework. Thus the comprehensive schools embody the ideal of "one school for all".

### **Special Educational Assistance**

The teaching and educational mission of Berlin's schools also applies to children with needs for special educational assistance. Upon application submitted by a child's legal guardians (normally his or her parents) or by the school, special educators ascertain whether the child needs special educational assistance. If this applies to your child, you as the child's legal guardians choose between having your child be taught and given special assistance in the ordinary school environment or having him or her placed in a school which specializes in teaching and assisting children with the particular problem at hand. Berlin's schools have many years of experience with teaching and assisting these children in the ordinary school environment and are among Germany's best schools in this regard.

The following types of special schools / special assistance centres are available in Berlin for special educational assistance:

- Special schools with focus on "sight"
- Special schools with focus on "hearing"
- Special schools with focus on "physical and motoric development"
- Special schools with focus on "language"
- Special schools with focus on "learning"
- Special schools with focus on "mental development"
- Special schools with focus on "autistic disability".

Children with a need for special educational assistance in the areas of seeing, hearing, speaking, physical and motoric development and possibly autistic disability are instructed on the basis of the applicable curricula of the Berlin school, insofar as they have the appropriate intellectual capacity. Thus these children do have the chance to earn any school certificate, including the Abitur.

### **Information Centre for Educational Offers**

At the "InfoPunkt" interested Berliners can obtain all the brochures and other publications of the Senate Administration for Education, Science and Research. You can obtain advice directly, by E-

mail or by telephone and receive important information about the responsibilities of the senate administration from just one source. As required, you will immediately be connected directly with appropriate specialists. Information about the schools available in the vicinity of your residence can be obtained from the district office or in the district branch of the Senate Administration for Education, Science and Research.

### **Infopunkt der Senatsverwaltung für Wissenschaft und Forschung**

Beuthstraße 6 - 8

(U-Bahnhof Spittelmarkt; enter at Beuthstraße 8, to the right of the main entrance)

D-10117 Berlin

Tel.: +49(0) 30 9026-6143 / -5668 / -5000

Fax: +49(0) 30 9026-5530

E-mail: [infopunkt@senbwf.verwalt-berlin.de](mailto:infopunkt@senbwf.verwalt-berlin.de)

#### **Contact:**

Frau Barbara Bühring

E-mail: [barbara.buehring@senbwf.verwalt-berlin.de](mailto:barbara.buehring@senbwf.verwalt-berlin.de)

Frau Sonja Roth

E-mail: [sonja.roth@senbwf.verwalt-berlin.de](mailto:sonja.roth@senbwf.verwalt-berlin.de)

#### **Consultation Hours:**

Monday: 9 a.m. – 12 noon and 1 p.m. – 4:30 p.m.

Tuesday: 9 a.m. – 12 noon and 1 p.m. – 4:30 p.m.

Thursday: 10:30 a.m. – 12 noon and 1 p.m. – 6 p.m.

Friday: 9 a.m.- 12 noon

### **10.3 Offers for Young People in Berlin**

You may get a first impression of the activities available to young people in the city of Berlin at the website of the Senate Department for Education, Science and Research. For example, the website contains addresses and programs of leisure time centres and guest houses for young people.

#### **Brochure: “Wo ist was los?” (“What's going on where?”)**

Berlin offers many leisure time activities for children and young people. The Senate Department for Education, Youth and Sport publishes the brochure “Wo ist was los?” This brochure presents approx. 700 different projects together with the activities they offer. Also for parents, teachers, grandmothers, educators and everyone else who deals with children, this guide indicates what young people can do in his or her neighbourhood (“Kiez”) or throughout Berlin during their leisure time. The brochure has information about leisure time centres for children and young people, music schools, art schools for youths, educational centres for young people, youth associations and youth counselling centres. Contact details:

Landesjugendring Berlin e.V.

Gottschedtstr. 4, 13357 Berlin,

Tel.: 030 - 211 82 64

Fax: 030 - 211 66 87

E-mail [info@ljrberlin.de](mailto:info@ljrberlin.de)

Internet: [www.ljrberlin.de](http://www.ljrberlin.de)

#### **Brochure: “Applaus, Applaus”**

This brochure is a guide to more than 500 activities on offer for parents and teachers, children and youths in the areas of dance, theatre, games and circus on a do-it-yourself basis. The State Association for Cultural Youth Education (“Landesvereinigung für kulturelle Jugendbildung”) has published this brochure together with the Senate Administration for Education, Science and Research. It can be requested at [www.lkj-berlin.de](http://www.lkj-berlin.de) .

## Concerts for Young People and Families 2006

For many years the "JugendKulturService" has published this guide to cultural opportunities in Berlin with support from the senate administration for Education, Science and Research as well as the different organizers, for children and young people to use the huge variety of concerts offered by the Berlin orchestras and choirs – all at moderate prices and normally with good seats.

### Super Holiday Passport

The Super Holiday Passport offers school children a great variety of free or inexpensive offers in the areas of culture, sports and leisure time. It is published by the JugendKulturService with the financial support of the Senate Administration for Education, Science and Research.

In addition, the JugendKulturService offers children, young people and families an extensive service in culture, sport and other domains of the vibrant Berlin city life. With "JugendKulturService" you can experience exciting events 365 days a year. Contact details:

JugendKulturService, a non-profit organisation of the Berliner Jugendclub e. V.

Obentrautstraße 55, 10963 Berlin-Kreuzberg

Info-Telephone: 030-23 55 62 0,

Fax: 030-23 55 62 20,

E-mail: [info@jugendkulturservice.de](mailto:info@jugendkulturservice.de)

Internet: [www.jugendkulturservice.de](http://www.jugendkulturservice.de)

Public Transportation: U 1 or U15 and U 7 (Möckernbrücke), U 6 and U 7 (Mehringdamm)

Opening Hours: Mo, Tu, We from 9 a.m. to 4 p.m., Th from 9 a.m. to 6 p.m., Fr from 9 a.m. to 2 p.m.

### Help for Juvenile Delinquents

**Brochure: "Erwischt - was nun?"** ("Caught - Now What?")

Should your children or other young people in your circle of acquaintances come into conflict with the law, the juvenile probation officer offers counselling. In most cases, counselling helps these young people to go through difficult stages of development and to desist from acts which are punishable by law.

The brochure tries to answer questions many young people have when facing a trial in court. With this brochure the juvenile probation officer tries to give delinquent young people and their parents a guide which provides them with basic orientation so that they can take the next steps.

### What Else is Important?

Information about recreational trips to the outskirts, for example, is provided by the youth development programs of the Berlin district authorities, the youth associations and the Senate Administration for Education, Science and Research.

Information and many links to institutions and projects about **children and youth work on the internet** are offered by:

**Youth Server "Jugendnetz" (Youth Network):** [www.jugendnetz-berlin.de](http://www.jugendnetz-berlin.de)

**Youth Server "Spinnenwerk":** [www.spinnenwerk.de](http://www.spinnenwerk.de)

**Senate Administration for Education, Science and Research:** [www.senbwf.berlin.de](http://www.senbwf.berlin.de)

**Virtual Children's City Map:** [www.kinderstadtplan.de](http://www.kinderstadtplan.de)

**Info phone:** [www.infonetkalender.de](http://www.infonetkalender.de)

There are **children's libraries** in each district. Addresses and opening hours are available from Amerika-Gedenkbibliothek, Blücherplatz 1, 10961 Berlin, Telephone (0 30) 90 22 60.

These above brochures are available at the information desk of the Senate Administration for Education, Science and Research (see section 9.3 for address) as well as at the youth welfare offices of the district authorities (addresses in section 2.).

## **10.4 Vocational Education**

### **Counselling on Selection of Vocation and Training**

Do you need advice and support in your choice of the right profession and/or course of studies? You will find comprehensive information at the Berlin work agencies to many of your questions. The work agencies arranged information centres where you will find help in choosing the right training. Work agencies can also later arrange traineeships. The addresses of work agencies are listed in 7.1. Information on school training and the educational programs on offer is also available from the Senate Administration for "Bildung, Wissenschaft und Forschung", Beuthstr. 6-8, 10117 Berlin.

### **Vocational Training in Companies and in Vocational Schools (dual Training)**

In the dual system of vocational training, trainees receive their practical training on the job in a company. For one or two days a week the trainees attend vocational school, where they learn the theoretic knowledge of their profession. Most vocational schools are specialized for just one particular vocational group; that is, they give instruction for apprentices from certain vocational groups such as for commerce, metalworking, electricity, construction, or agriculture. Under certain circumstances, vocational schools also offer their students, in the context of the vocational training, the chance to earn a school certificate which the student was previously unable to attain, e.g. an intermediate or secondary certificate.

Young people who leave school after the mandatory ten years but are not enrolled in vocational training and do not have a job are entitled to attend a course of studies, including an apprenticeship, which qualifies the student for some vocation. Those who did not even get an intermediate school certificate can catch up on that during such a course.

### **Vocational Preparation and Training at Full-Time Vocational Schools ("Berufsfachschulen")**

Young people who are interested in vocational training but have not found an apprenticeship training position can also enrol in a vocational school. These are full time schools which prepare the students for the given vocation and take responsibility for some or all of the vocational training. In many vocational fields they impart the practical skills and theoretical knowledge required. At the same time, they serve to supplement the general education of the student. The admission requirements for these schedules are dependent on the on the course of studies selected.

The **three year** full-time vocational schools finish with a final examination by the Chamber of Industry and Commerce or other such body in a recognized vocational branch of learning.

The **two year** full-time vocational schools prepare for an occupation as an assistant in some profession, such as a (state) certified assistant for foreign languages.

The **one year** full-time vocational schools prepare their students for vocational education. Neglected general school certificates such as the secondary school certificate can also be earned at the vocational schools.

### **Qualifications for University from Higher Technical Schools and Vocational Upper Schools**

Persons who have already completed a vocational education program and/or have relevant vocational experience can acquire the right to study at a technical college. If such a person already has a secondary school certificate, then he or she can (with suitable aptitude) also acquire at a vocational upper school the right to study at university.

### **Qualifications for University from a Vocational High School**

Students who have acquired a secondary school certificate and, judging by their aptitudes and performance, could also enrol in a course of studies which qualifies them for technical academic studies, can be admitted to a vocational high school (berufliches Gymnasium). This type of school combines vocational and general education. In the one year introductory phase, vocational subjects occupy an important place in the curriculum. In the subsequent two year phase, one of the student's two major subjects is a subject related to the student's vocational field. The program at the

vocational high school finishes with the Abitur. Enrolment at a vocational high school at a high level centre (Oberstufenzentrum = OSZ) presupposes a decision for one of the following fields:

- commerce and administration
- electrical engineering
- timber processing technologies
- chemistry, physics and biology
- health, nutrition and home economics
- social pedagogy / social welfare
- metallurgy
- construction technology
- textile technology and clothing
- printing technology
- agriculture

### **Further Education at Technical Schools ("Fachschule")**

Persons with good professional experience can attend courses of study at a technical school. Most of these courses last two years and finish with an examination. Passing this examination qualifies the student for leadership positions and reinforces his or her willingness to work independently. Other academic qualifications, such as the right to attend a higher technical school, can be acquired together with the examination at a technical school. Among Berlin's well known technical colleges are the Technikerschule (technician's school), the Hotelfachschule (hotel management), the European Technical College of Economics and the State Technical College for Social Pedagogy.

### **High Level Centres (OSZ) –**

#### **Competence Centres for Training, Advanced Training and Qualifications for University**

The state high level centres combine the types of vocational school described in this chapter (vocational school, full-time vocational school, higher technical school, vocational upper school, vocational high school, technical school) organisationally in accordance with the vocational field. At an OSZ you can obtain information on all matters related to preparation for training, vocational training, obtaining qualifications to study at university level, and advanced training. At an OSZ you can also enrol in and complete any of the vocationally related courses of study described above. The addresses of the OSZ's and other schools which prepare for a vocation are on the internet at the site of the Senate Administration for Education, Science and Research, for example:

[www.berlin.de/sen/bwf/bildung/schulverzeichnis](http://www.berlin.de/sen/bwf/bildung/schulverzeichnis) .

### **10.5 Academic Institutions in Berlin**

There is no region in Europe with such a high density of scientific and research institutions as is found in Berlin. Berlin invests approximately 1.8 billion euros annually in science and research. Over 50,000 people are engaged in teaching, research and other work at three universities, the Academy of Fine Arts, three further educational institutions for the arts, seven more for technology, ten additional private, state accredited higher schools of learning as well as over 70 publicly financed non-educational research facilities. The clinic "Charité – Universitätsmedizin Berlin", which is supported by the Free University of Berlin and the Humboldt-University Berlin, is the largest medical faculty in Europe. Research and commerce work side by side in the technology parks in Adlershof and Berlin-Buch. The national research organizations each have several institutes in Berlin and there are also eight research institutes run by various federal ministries.

#### **Universities**

Berlin is one of the most attractive university cities of Germany. 133,000 students are enrolled at Berlin's universities. 14 per cent of these students come from foreign countries. Berlin's universities also receive a very large share of the educational and other grants available in Germany.

#### **Academies of Fine Arts**

Many of Germany's next generation of highly qualified artists are being trained by the "Universität der Künste" (Academy of Fine Arts), the Hanns Eisler Academy of Music, the "Kunsthochschule Weißensee / Hochschule für Gestaltung" (art), and the "Ernst Busch Academy for Theatre Arts". Almost all of the fine arts are taught at these institutions, which have about 1,500 students.

#### **Technical Colleges**

The range of the seven Berlin technical colleges expands over technology, economy, administration, social sciences and humanities. The technical colleges link application-oriented research to knowledge and technology transfer. Current problem definitions from practical experience, mainly from small and middle-class businesses, are the focus of their research and development. In many countries in Europe this combination has become a standard approach. Numerous professionals from Germany and also foreign countries make use of the extensive opportunities for continuing education at the technical college. About 29,000 students are enrolled at Berlin's technical colleges.

Further information at [www.fachhochschulen-in-berlin.de](http://www.fachhochschulen-in-berlin.de) .

## 10.6 Recognition of School Diplomas from Other Countries

Have you already acquired a general school diploma or completed vocational school and would like to have this recognized by the State of Berlin? If so, please apply to the Office for Recognition of Diplomas of the Senate Department for Education, Science and Research.

### Tasks of the Certificate Approval Office ("Zeugnisanerkennungsstelle")

- Evaluation of domestic and foreign education certificates in regard to their possible equivalence with the certificates issued by Berlin State at secondary level I ("intermediate certificate", "extended intermediate certificate", "secondary certificate").
- Evaluation of domestic and foreign education certificates in regard to qualification for access to the universities and technical colleges of Berlin State. (See note below).
- Evaluation of domestic and foreign vocational educational certificates in regard to their possible equivalence with the certificates issued by Berlin State at its full time vocational schools and technical schools.

**Note:** Evaluation of domestic and foreign certificates in regard to qualification for access to universities and technical colleges of Berlin State can, in addition, also be carried out directly by the universities and technical colleges of Berlin State as well as by the registered association uni-assist e.V., Helmholtzstr. 2-9, 10587 Berlin. If the student wishes to enter a course of studies to which admission is governed by "numerus clausus" throughout Germany, they should please take the matter up with the ZVS in Dortmund.

#### Contact Details:

Zeugnisanerkennungsstelle der Senatsverwaltung für Bildung, Wissenschaft und Forschung  
Beuthstraße 6 - 8

D-10117 Berlin-Mitte

Waiting room 1042, Floor 1

Tel.: 9026-5231 /-5232 /-5220 /-5691

Fax: 9026-5001

E-mail: [zastbe@senbwf.verwalt-berlin.de](mailto:zastbe@senbwf.verwalt-berlin.de)

Internet: [www.senbwf.berlin.de](http://www.senbwf.berlin.de)

#### Opening hours:

Monday and Tuesday: 9 a.m. – 12 noon

Thursday: 4 p.m. – 6 p.m.

## **11. Further Education**

### **Why Further Education?**

Today in all professions advanced and further education is needed. The steady accelerating changes in all fields of qualification require "lifelong learning". However, the job market has changed as well. Less employees remain in the once trained occupation or even in the same firm. Besides employers which want to qualify their employees, further education opportunities are increasingly appealing to the unemployed and potentially unemployed.

### **11.1 Publications: How to Find a Suitable Opportunity**

#### **High Level Centres (Oberstufenzentren - OSZ) –**

#### **Competence Centres for Training, Advanced Training and Qualifications for University**

The High Level Centres, as well as the state technical schools, provide information on all offers of vocational advancement (see section 10.4). The addresses can be found on the internet on the home page of the Senate Administration for Education, Science and Research, for example at

[www.berlin.de/sen/bwf/bildung/schulverzeichnis](http://www.berlin.de/sen/bwf/bildung/schulverzeichnis) .

#### **Database for Further Education**

<http://berlin.wdb.de/>

A comprehensive overview over further education opportunities offers the Berlin database for continuing education. Information on planned seminars and courses is available.

#### The Service:

You find about 10,000 opportunities for vocational further education of approx. 400 providers of education in Berlin and its surroundings. At "development offer" type the keyword of your education into the full text search and you receive a list of courses offered to that subject. The offers are updated online by the educational institutions. The staff members of the "wdb-berlin" randomly check the entries. The database is operated by the agency of advertisement EUROPUBLIC Werbeagentur GmbH since 1997 on behalf of the "Senatsverwaltung für Wirtschaft, Technologie und Frauen". Search and registration of offers from the educational institutions is free of charge!

#### **Guide to Further Education**

The information provided in the guide of the Senate Administration for Education, Science and Research range from general further education, political education to courses for vocational specialization. There is also information about subjects like educational leave, consulting and catch up of diplomas. The guide is available at the information point of the Senate Department for Education, Science and Research. Further information is on the internet at:

[www.senbwf.berlin.de/weiterbildung/ueberblick\\_weiterbildung.asp](http://www.senbwf.berlin.de/weiterbildung/ueberblick_weiterbildung.asp)

#### **seminus**

seminus is a further -education platform on the web since 1995, providing up-to-date contents for people interested in continuing education, businesses, trainers and educational institutions. seminus publishes daily current news and seminar dates. The goal of seminus is to bring people searching seminars, people organizing seminars, and trainers together. With more than 12,000 seminar appointments and almost 4,000 seminar providers, seminus presents a central cross-disciplinary portal for professional continuing education. Concise and user-friendly, seminus offers a full text search with selection options "categories", "region" and "period".

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

## **11.2 Public Adult Education Centres ("Volkshochschulen")**

There are public adult education centres in all districts, financially supported by public funds and subscriber contributions. These public adult education centres are municipal centres. The public adult education centres and adult education institutions in Berlin offer programs for all people interested in further education and qualifications. They offer a wide spectrum of further education programs which match the social cultural structures of the districts. The opportunities range from art, creative design and culture through health care and fitness and specialized vocational courses in foreign languages, business economics and information technologies, for example.

The public adult education centres are an important contact point for the integration of immigrants. They provide a comprehensive set of courses for these groups of people. The program for language integration offers German as a second language at all levels, including a preliminary phase for the alphabet. All public adult education centres are recognized providers of language courses for integration courses as defined by the German Immigration Act. Also, there is a special program for mothers that gives women with a child in school free access to that school's language and integration courses.

The closeness of public adult education centres to the public and its needs is an important reason for their appeal. Many of the courses are offered in the evenings or at the weekend when most people are not at work. There are also courses during the day for people who do not work. The course fees are relatively low. Certain categories of people are offered reduced rates.

Further information is available at [www.vhs.berlin.de](http://www.vhs.berlin.de)

Here are the contact details:

### **Volkshochschule Mitte**

City VHS, Antonstraße 37, 13347 Berlin  
Tel. 200 94 74 74, Fax 200 94 74 88

City VHS, Liniestraße 162, 10115 Berlin  
Tel. 200 92 74 74, Fax 200 94 74 88

### **Volkshochschule Friedrichshain-Kreuzberg**

Frankfurter Allee 37, 10247 Berlin  
Tel. 90298-4600/01/02/03, Fax 90298-4176

Wassertorstraße 4, 10969 Berlin  
Tel. 2219-5516, -5517, Fax 22195522

### **Volkshochschule Pankow**

Schulstraße 29, 13187 Berlin  
Tel. 48522820/2823, Fax 48522821

Prenzlauer Allee 227/228, 10405 Berlin  
Tel. 42401414, Fax 42401429

Bizetstraße 64, 13088 Berlin  
Tel. 9253712, Fax 96209822

### **Volkshochschule City West**

Pestalozzistraße 40/41, 10627 Berlin  
Tel. 902928855, Fax 902928831

Trautenaustraße 5, 10717 Berlin  
Tel. 90291 9400, Fax 90291 9412

**Volkshochschule Spandau**

Reformationsplatz 2, 13597 Berlin  
Tel. 33035000/5007, Fax 33035001

**Volkshochschule Steglitz-Zehlendorf**

Markgrafenstraße 3, 14163 Berlin  
Tel. 63215020 Fax 63216477

Goethestraße 9 - 11, 12207 Berlin  
Tel. 63212050, Fax 63212376

**Volkshochschule Tempelhof-Schöneberg**

Barbarossaplatz 5, 10781 Berlin  
Tel. 75606299, -6397, Fax 75608944

**Volkshochschule Neukölln**

Boddinstraße 34, 12053 Berlin  
Tel. 68092433, Fax 68093298

**Volkshochschule Treptow-Köpenick**

Plönzeile 7, 12459 Berlin  
Tel. 6172 5411/5414, Fax 6172 5400

Baumschulenstraße 81, 12437 Berlin  
Tel. 53699059, Fax 5328967

**Volkshochschule Marzahn-Hellersdorf**

Tangermünder Straße 30, 12627 Berlin  
Tel. 9918116, Fax 9918120

Buckower Ring 54/56, 12683 Berlin,  
Tel. 568816-0, Fax 5644013

**Volkshochschule Lichtenberg**

Paul-Junius-Straße 71, 10369 Berlin  
Tel. 97981970, Fax 979819730

**Volkshochschule Reinickendorf**

Buddestraße 21, 13507 Berlin  
Tel. 41924800, Fax 41924812

General information about the public adult education centres in Berlin is available from

**Senatsverwaltung für Bildung, Wissenschaft und Forschung**

Referat Weiterbildung - II F –  
Beuthstraße 6 - 8, 10117 Berlin

Tel. 90265234, Fax 90265002

E-mail: [weiterbildung@senbwf.verwalt-berlin.de](mailto:weiterbildung@senbwf.verwalt-berlin.de)

Internet: [www.senbwf.berlin.de/weiterbildung](http://www.senbwf.berlin.de/weiterbildung)

**11.3 Berlin State Centre for Political Education**

The Federal Republic of Germany is a democratic society. Democracy cannot be taken for granted. Rather, it is an achievement which is confirmed and further developed by each generation. The Berlin State Centre for Political Education is a non-party facility. While it advocates democratic activities, it does not do so for individual political directions. With its

publications and events on a great variety of pertinent topics it offers a service for broad segments of the population, youths and adults. The centre's activities do presuppose a command of the German language. Contact Details:

***Landeszentrale für politische Bildungsarbeit***

An der Urania 4-10 (at Kurfürstenstr.), 10787 Berlin  
Tel.: (030) 90 16 25 - 51/ -52, Fax: (030) 90 16 25 38  
Internet : [www.landeszentrale-berlin.de](http://www.landeszentrale-berlin.de)

## 12. Health – Medical Care in Berlin

Berlin has an outstandingly developed infrastructure with a dense network of hospitals, clinics, physician practices, emergency services and some special institutions. You will find a broad range of medical care on offer here in the city. Modern state of the art therapies save lives and ease pain every day. Members of the legal health insurance plan in Germany are free to select their physician of choice.

### Institutions for Medical Care

You can find suitable institutions or specialists for medical care in the Berlin internet health guide of the "Gesundheits-Informationen-Service GmbH". At [www.gesundheit-berlin.de](http://www.gesundheit-berlin.de) you will find a comprehensive collection of addresses for health services: pharmacies, physicians, dentists, hospitals, ambulances and health trade as well as medical practitioners like optometrists, hearing device specialists, orthopaedics, maternity units and midwives.

Information about care services and services for the disabled is readily available. Numerous addresses pertinent to the Berlin health program, news, messages, search tips and important dates can be found at [www.gesundheit-berlin.de](http://www.gesundheit-berlin.de). These services are all available free of charge.

See also the telephone directory of business listings "Gelbe Seiten" (yellow pages) available at [www.gelbe-seiten.de](http://www.gelbe-seiten.de).

Names and addresses of **physicians who speak foreign languages** can be obtained from the Berlin Medical Association "Ärzttekammer Berlin"

#### Ärzttekammer Berlin

Friedrichstr. 16, 10969 Berlin

Tel. (030) 40 80 6-0, Fax. (030) - 40806 - 3499

Opening hours: Mo, Tu, We, Th 9 a.m. – 3 p.m.; Fr 9 a.m. – 2 p.m.

Consultations at other times between 7 a.m. and 8 p.m. are available by appointment.

See also the medical association's website: [www.aerzttekammer-berlin.de](http://www.aerzttekammer-berlin.de)

### Hospitals and Clinics in Berlin

The region of Berlin-Brandenburg is part of the medicine technical centres network of Germany. Treatment in one of the Berlin hospitals, special clinics and university clinics is always up to date with the latest scientific standards.

There are 69 hospitals in Berlin with a total of 20,991 beds (as of 2004). Almost all Berliners can receive medical care in the vicinity of their home.

The addresses of Berlin's hospitals and clinics are in the yellow pages and at [www.gesundheit-berlin.de](http://www.gesundheit-berlin.de). Also, your physician will recommend a hospital or clinic, as needed.

## **Public Institutions of the Health Care System**

Health care and prevention measures are part of the responsibilities of the Federal Ministry for Health and State Office for Health and Social Welfare. The authorities residing in Berlin regard themselves as service providers. They are ready to offer guidance and information as needed.

### **Federal Ministry of Health**

#### **Bundesministerium für Gesundheit**

Dienstsitz Berlin

Mohrenstraße 62

D - 10117 Berlin

Tel.: +49(0) 30 20640-0

Fax: +49(0) 3020640-4900

Internet: [www.bmgs.bund.de](http://www.bmgs.bund.de)

### **State Office for Health and Welfare:**

#### **Landesamt für Gesundheit und Soziales**

Postfach 31 09 29

D - 10639 Berlin

Tel.: +49 030 9012-0

E-mail: [Poststelle@lageso.verwalt-berlin.de](mailto:Poststelle@lageso.verwalt-berlin.de)

Internet: [www.berlin.de/sengessozv/lageso/index.html](http://www.berlin.de/sengessozv/lageso/index.html)

### **Facilities of the Health Care and Welfare Systems**

#### **Abteilung III – Einrichtungen des Gesundheits- u. Sozialwesens**

Oranienstraße 106

D - 10969 Berlin (Kreuzberg)

Leitung: Herr Kitzerow

Tel.: +49(0) 309028-1710

Fax: +49(0) 309028-2077

### **Tasks of the Health Care System**

#### **Abteilung V - Aufgaben des Gesundheitswesens**

Storkower Straße 97

D - 10407 Berlin (Prenzlauer Berg)

Leitung: Herr Lockwood

Tel.: +49(0) 309022-0

Fax: +49(0) 309022-3000

#### **Consultation Hours:**

Mo, Tu, Fr: 9 a.m. – 12 noon

Thursday: 3 p.m. – 6 p.m.

and by appointment

### **Emergency telephone numbers**

See section 20.4 "For all cases"

## **13. Disabled Persons**

### **13.1 Support for Disabled Persons**

Disabled persons receive support in order to enable them to participate in everyday life. If you are disabled, you should apply for an identification card for disabled persons ("Schwerbehinderten-Ausweis"), enabling you to claim for the appropriate help programs. Please refer to the pension office of the State Office for Health and Social Services for consultation, and also help in many other questions. The pension office assesses the degree of a disability. The printed forms for claims are also available at the information & service centre of the State Office for Health and Social Services, at the social services of hospitals, at the disabled helpdesks and the local authorities of the districts.

The identification card for handicapped is valid throughout Germany. More information is available on the internet at: [www.berlin.de/sengessozv/lageso/schw2.html](http://www.berlin.de/sengessozv/lageso/schw2.html) and at the information centre and service centre of the pension office Berlin. The contact details of the pension office are:

Landesamt für Gesundheit und Soziales  
Versorgungsamt, Info & Service Center  
Albrecht-Achilles-Str. 62-65, 10709 Berlin  
Tel.: 9012-0

Public Transportation: U7 Adenauerplatz, bus: 109, 110, M19, X10 to Adenauer Platz,  
bus: M 29 to Olivaer Platz, bus: 104 to Hochmeisterplatz; elevator available

### **Special Transportation System for Disabled Persons**

A special door to door transportation system has been set up in Berlin for disabled persons who cannot use regular public transportation. Persons entitled to use this service can avail themselves of a bus and taxi account system. In order to use this system, you must first apply for classification as a "class T" disabled person.

### **Apartments for Wheelchair Users**

Apartments for wheelchair users have specially designed kitchen equipment and kitchen areas, sanitary areas, and they have step free access. The available wheelchair friendly apartments comprise wheelchair accessible council apartments and disability-friendly apartments.

If you are interested in a wheelchair accessible apartment, please turn to:

Landesamt für Gesundheit und Soziales  
Abteilung II - Integrationsamt und Hauptfürsorgestelle  
Sächsische Straße 28, 10707 Berlin  
Tel.: 9012-6695

There you can register as a disabled person who is looking for an apartment. A questionnaire for determining your need will have to be filled in.

In order to conclude a rental contract you might need a special certificate ("Wohnberechtigungsschein") which confirms that you are a "wheelchair user". Application forms are available at the district housing offices as well as in many stationery shops. When filled in, the form must be submitted to your district housing office.

### **13.2 Working in Germany if you have a disability**

The right of disabled persons to equal treatment is to be secured in all areas of public and private life and lived out in practice, day to day. This also includes participation of disabled persons in the world of work. So that their jobs can be secured, disabled persons and their employers can be given personal assistance and granted financial aid.

On the web at "Working in Germany if you have a disability" you, as a disabled person, can obtain information about protection against dismissal, special financial assistance, privileges or

assistance in working life, workshops for disabled persons and more. For disabled persons and also employers, there are many publications about work and profession for downloading or ordering.

Internet: [www.berlin.de/sengessozv/lageso/arb.html](http://www.berlin.de/sengessozv/lageso/arb.html)

Contact Details:

Landesamt für Gesundheit und Soziales  
Hauptfürsorgestelle und Integrationsamt  
Sächsische Str. 28, 10707 Berlin  
Tel.: 9012-0

How to get there by public transportation:

U3/ U7 to Fehrbelliner Platz; bus 101 or 104 to Fehrbelliner Platz; bus 115 to Emser Platz or Fehrbelliner Platz. Elevator available at entrance Württembergische Str. 6

### **13.3 State Commissioner for Disabled Berliners**

The state commissioner is responsible for creating a barrier-free city, with the idea to tear down not only structural barriers, but rather all barriers. Especially those in the heads of the persons that reflect in boundary structures in all social areas: school, education, job market, in the care service, in cultural life or leisure time.

The state law for equal rights, "Landesgleichberechtigungsgesetz" (LGBG), prohibits discrimination against persons with a disability. The law expressly provides that any resident can contact them, if he or she has knowledge of discrimination against a disabled person.

Senatsverwaltung für Integration, Arbeit und Soziales  
Büro des Landesbeauftragten für Behinderte Berlin  
Oranienstraße 106, 10969 Berlin, (Rooms E 009, E 010 and E 011), Tel. 90 28 29 98

Beyond that, the commissioners for disabled persons in the district offices also serve as a contact person for work with or concerning disabled persons. The addresses of the district offices are given in section 2.

## 14. Miscellaneous

### 14.1 Consumer Protection

#### **Consumer Centre** ("Verbraucherzentrale")

The consumer centre is the most important contact point for consumer questions. The representation of consumer interests and the personal consultation by phone or letter is in the focus of our activities. The fields of activity are:

**Consumer Protection:** The consumer centre is active in the mediation of claims of all kind and offers private legal advice ("Rechtsberatung") and legal commission ("Rechtsbesorgung"), credit legal advice, debtor and insolvency consulting, patient consulting, savings and investors protection, construction of financing measures against overcharging and fraud, as well as information on laws and ordinances.

**Special Consultations:** savings and investors consultation, energy, heating, tenants consultation, travel claim, patient consulting, credit, debtor, and insolvency consultation, insurance affairs, construction financing. For an appointment, please call: 214 85-260

For more information about consultations, please contact

Verbraucherzentrale Berlin e.V.  
Bayreuther Str.40, 10787 Berlin  
Tel.: (030) 214 85 260, Fax: (030) 211 72 01  
E-mail: [mail@verbraucherzentrale-berlin.de](mailto:mail@verbraucherzentrale-berlin.de),  
Internet: [www.Verbraucherzentrale-Berlin.de](http://www.Verbraucherzentrale-Berlin.de)

Appointments for personal consultations

Phone: 030 - 214 85-260

There is generally a charge for these services; however, consultations about credit law and bankruptcies are free of charge. Consultations by phone are also possible (1.86 euros / min.).

#### **German Product Test Foundation** ("Stiftung Warentest")

The institute STIFTUNG WARENTEST was founded in 1964 by the Federal Government in order to carry out comparative tests on products and services. Since then it has become an independent institution, nobody can tell it what is to be tested or how testing should be done.

The foundation's main objective is to establish transparency on the market. Moreover the foundation informs consumers about the best ways to run a household, about the efficient use of income and about healthy and environmentally conscious behaviour. Products and services are tested according to scientific methods. In its publications, the foundation informs the public about the results of these investigations.

More information about the activities and tasks of the foundation is available directly from:

Stiftung Warentest  
Stiftung Bürgerlichen Rechts  
Lützowplatz 11/13, 10785 Berlin  
Tel.: 2631-0, Fax: 2631-2727  
E-mail: Contact form on the internet: [www.warentest.de](http://www.warentest.de)

## 14.2 Self-Help: Civic Commitment

With its thousands of initiatives, Berlin is known as the capital of self-help. Self-help groups care for particular concerns that, from their point of view, are not sufficiently fulfilled by the public administration. Many of these groups are highly specialised and therefore became an indispensable part of the social and health provision. Self-help groups specialising in health concerns such as the overcoming over illnesses and the mastering of illnesses triggered by life situations, as well as health protection encourage citizens to act responsibly – a prerequisite for the prevention of illness..

Civic commitment means the active formation of, a sense of responsibility for our society. It entails citizens bringing together in their ideas how to successfully coexist in this city, and therefore accepting to take responsibility for each other, meaning that it is no longer exclusively the administration who makes decisions for the community, but rather all engaged citizens.

Civic commitment is coming. Almost one out of every four Berlin residents is an honorary volunteer. Current representative investigations show that willingness to assume commitments voluntarily is on the rise. Civic commitment contributes to a lively, solidly united community.

Voluntarily honorary commitments ranges from neighbourly aid and support, to social and health activities and to activities in cultural institutions, in urban development and environmental protection, in sports, and in civil defence and disaster prevention/ control, to name just a few.

More information about the work done and help offered by self-help groups is available from SEKIS. The contact details are:

SEKIS

Albrecht-Achilles-Str. 65, 10709 Berlin

Tel: 892 66 02

E-mail: [sekis@sekis-berlin.de](mailto:sekis@sekis-berlin.de), Internet: [www.sekis-berlin.de](http://www.sekis-berlin.de)

You find detailed information about civic commitment on the internet at the **BeePort** of the "state homepage" for civic commitment at [www.berlin.de/SenIntArbSozV/beeport/index.html](http://www.berlin.de/SenIntArbSozV/beeport/index.html) or at the port for residents active in Berlin at [www.berlin.de/buergeraktiv/index.php](http://www.berlin.de/buergeraktiv/index.php) .

### **14.3 Debtor Advisory Offices ("Schuldnerberatungsstellen")**

In the event of a financial emergency, you can turn to a debtor advisory office. About 2.8 million households in Germany are heavily in debt. Many have slipped so deeply into the red that it appears that they will never be able to lead a life free of debt. The debtor advisory offices help and support such persons in the efforts to obtain debt relief.

Nationwide approximately 1100 debtors information centres support persons and families in financial and personal need for free. These institutions include the German Caritas association, the charity work of the German Evangelic Church, the German Red Cross, the workers welfare, the German shared welfare association, the consumer information centres and the social offices.

In the debtor information centres, specialists of different fields (social work, law, etc.) are active, and experts who are experienced in bank affairs but also in house economy. Altogether they are familiar with the difficulties of over-indebtedness and the resulting problems. They also advise and help, for example, people in need of housing. Above all, they bring people appealing for help back into a position where they can get their financial situation under control again. They also liaise with credit banks and collection firms.

You can ask for addresses of debtor advisory offices on the helpline:

**0180 5 329 329** and on the internet at: [www.forum-schuldnerberatung.de/](http://www.forum-schuldnerberatung.de/)

The Bundesministerium für Familie, Senioren, Frauen und Jugend (Federal Ministry for Families, the Elderly, Women and Youth) has published the brochure:

**"Was mache ich mit meinen Schulden?"** ("What shall I do with my debts?").

From indebtedness to over-indebtedness: what is to be done, how debt can be regulated and where to get advice is shown in this brochure. It also clarifies the legal side.

The brochure can be requested at Bundesministerium für Familie, Senioren, Frauen und Jugend, phone 01805-329 329 (0,12EUR/call) or by E-mail at [broschuereinstelle@bmfsfj.bund.de](mailto:broschuereinstelle@bmfsfj.bund.de) .

**Brochures can be downloaded at:**

[www.bmfsfj.de/Kategorien/Publikationen/Publikationen,did=3032.html](http://www.bmfsfj.de/Kategorien/Publikationen/Publikationen,did=3032.html)

### III. Transportation, Culture, Religion, Recreation

#### 15. Getting Around in Berlin

##### 15.1 Public Transportation (BVG and VBB)

Use public transportation! You can easily reach most destinations in the city by public transportation. As a newcomer to Berlin you should definitely ask about reduced rates (e.g. monthly tickets and yearly subscriptions) for persons who make frequent use of public transportation because buying tickets at these rates will save you a lot of money. For example, you can ask at the outlets of the BVG located in and near major stations (see below for contact details).

When Berlin was still a divided city, most local public passenger traffic was handled by **subway** ("U-Bahn") **and bus** in West Berlin, whereas in East Berlin most of this traffic was handled by **urban railway** ("S-Bahn"), **street car** ("Tram") **and bus**. Since the fall of the Berlin wall in 1989, many of the connections between east and west which had been severed have been restored. For example, the stations of the U6 and U9 lines in East Berlin, which had been closed, and the S-Bahn routes between West Berlin and the surrounding countryside were reopened.

##### Transportation Association Berlin-Brandenburg (VBB)

The large public transport operators – BVG, "Deutsche Bahn", the "S-Bahn", the Public Transportation Potsdam and other companies too – merged into the Public Transportation Berlin-Brandenburg (VBB). Now it is easy to explore Berlin and the surrounding countryside.

##### Information on Schedules:

Tel.: 030/ 19 44 9

Berliner Verkehrsbetriebe (BVG)  
Potsdamer Straße 188, 10783 Berlin  
Tel: 19 44 9  
Fax: 256 49 256  
<http://www.bvg.de/>

S-Bahn Berlin GmbH  
Invalidenstraße 19, 10115 Berlin  
Tel: 29 74 33 33  
Fax: 29 74 38 31  
<http://www.s-bahn-berlin.de/>

VBB Verkehrsverbund Berlin-Brandenburg GmbH  
Hardenbergplatz 2, 10623 Berlin (at Bahnhof Zoologischer Garten)  
Tel: 254 14 0  
Fax: 254 14 112  
<http://www.vbbonline.de/>

## 15.2 Bicycle, Automobile, Taxi

### Riding Your Bicycle

Use a bicycle when in Berlin!

A bicycle is extremely practical for individual excursions. Most routes are easily navigable by bike, and it is a great way to see the environment. Bikes are available for rent at numerous bike rentals and stores. In many parts of the city and in the suburbs, there is an extensive cycle path network. Cycle path plans are available at the "Allgemeiner Deutscher Fahrrad-Club" (ADFC) and in the book stores. The ADFC acts for the interests of cyclists and offers some service information.

When riding your bike you must observe all traffic regulations that can be applied to bicycles. Like any other vehicle, the bicycle you ride must be technically sound (rear view mirror, lights, reflectors, brakes, etc.) Children can learn the bicycle rules at school or from the police.

Information at [www.adfc.de](http://www.adfc.de)

The Senate Administration for City Development ("Senatsverwaltung für Stadtentwicklung") has made a map of the all cycle routes in Berlin. You can find this map on the web at:

[www.stadtentwicklung.berlin.de/verkehr/radverkehrsanlagen/de/karte.shtml](http://www.stadtentwicklung.berlin.de/verkehr/radverkehrsanlagen/de/karte.shtml)

You can obtain the printed version "Fahr Rad – aber sicher, Ausbau des Fahrradrouennetzes in Berlin, 2004" free of charge by going to the

Senatsverwaltung für Stadtentwicklung, Info-Center

Behrenstr. 42-45, 10117 Berlin

Tel.: (030) 90 20 55 55, Fax: (030) 90 20 52 64,

E-mail: [info-center@senstadt.verwalt-berlin.de](mailto:info-center@senstadt.verwalt-berlin.de)

The map can be mailed to you if you pay the postage. Just ask the Senate Administration how much the postage is and enclose postage stamps in the amount required with your order.

### Bike Tours

The bike tours offered by "Berlin on Bike" show the most interesting parts of the city. Riding these fast, comfortable rental bikes, along mostly side-streets and bike routes, this kind of sightseeing offers an unusual experience. Regular tours are on the former wall strip, or "Berlin in an overview", "Nightseeing", "Fun- & Club-Tour"... There are special offers for groups, works outings and families.

### Rent a bike

The German Railway Company "Deutsche Bahn" offers a rental bike service called "Call a Bike". This rental service is managed by phone: (07000) 522 55 22 (credit card registration). Once registration is accomplished you are ready to go. The starting credit balance is 5.00 EUR.

### Bike taxi

Bike taxis offer a special and very comfortable way to enjoy Berlin on a ride. Modern bicycle-Rikschas run on four different routes within the city: "Kurfürstendamm", "Tiergarten", "Potsdamer Platz" and "Unter den Linden". Individual tours are possible upon appointment.

Fares are EUR 2.50 per person (short tour), EUR 7.50 per person for the long tour (30 min. individual trip); advance order daily between 1 p.m. and 8 p.m. Phone 0172/328 88 88.

## Motor Vehicles

### Driver's license

If you have a foreign driver's license, you may use it to drive a motor vehicle during the first six months of your stay in Germany. Afterwards you need a German driver's license! Therefore if you intend to stay in Germany for more than six months, you should go to the driver's license office as soon as possible upon arrival in Germany. They will tell you whether your driver's license can be converted automatically or whether you will have to take a driver's test. You will also be told whether you need to obtain and present a translation of your foreign driver's license into German. Of course, your foreign driver's license must be valid when you submit your application for a German driver's license.

Normally you will receive the German driver's license without a driver's test if you received your driver's license in a country of the European Economic Area (all EU member states plus Iceland, Norway and Liechtenstein). In the event that you do not want to drive a car right away: the application to convert your driver's license must still be submitted within three years.

If you have a driver's license from another country (third-party country), you have to take the theoretical and practical tests at a technical test centre for motor vehicle traffic. This can only be done under the supervision of a driving school. However, the drivers training prescribed for beginners (theoretical and practical instruction) is not required.

Apply for conversion of a foreign driver's license at

**Führerscheinebüro (Fahrerlaubnisbehörde / Personenbeförderung)**

**Landesamt für Bürger- und Ordnungsangelegenheiten**

Referat Fahrerlaubnisse, Personenbeförderung und Güterbeförderung, III C

Puttkamerstr.16 – 18, 10958 Berlin

**Tel.:** (030) 90269 0

**Public Transportation :** U6 (Kochstr.), Bus 129

You can also apply for a German driver's license at the registration office of your district. The addresses of these offices are given in section 2.

### Automobile clubs and associations

There are several transport associations with different packages on offer. Some offer help to members which have a car-breakdown on the road, and also offer special travel insurances. The ADAC ("Allgemeiner Deutscher Automobil Club") and the ACE ("Auto Club Europa") are the largest transport associations. The VCD ("Verkehrs-Club Deutschland") acts for the interests of train passengers and bikers and has special offers for this target group.

The internet addresses of some of the automobile clubs are:

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

[www.vcd.org](http://www.vcd.org)

[www.ace-online.de](http://www.ace-online.de)

You can apply for registration and exemption of a vehicle or motorcycle at the motor vehicle admission authorities at two different locations in Berlin.

### **Contact Details:**

**Registration Office for Motor Vehicles in Hohenschönhausen**

**Landesamt für Bürger- und Ordnungsangelegenheiten**

Referat Kraftfahrzeugzulassung

Ferdinand-Schultze-Str. 55, 13055 Berlin

**Tel.:** (030) 90269 0, **Fax:** (030) 90269 3391

**Public Transportation:** Bus 294, Tram M6, M 17, 16, 27

**Free parking is available**

## **Registration Office for Motor Vehicles in Friedrichshain-Kreuzberg**

### **Landesamt für Bürger- und Ordnungsangelegenheiten**

Referat Kraftfahrzeugzulassung

Jüterbogener Str. 3, 10965 Berlin

**Phone, reception:** (030) 90269 0, **Fax:** (030) 90269 3091

**Public Transportation:** Bus 104, 341

Opening hours of the motor vehicle registration authorities

Monday: 7:30 a.m. - 2:30 p.m.

Tuesday: 7:30 a.m. - 2:30 p.m.

Wednesday: 7:30 a.m. - 2:30 p.m.

Thursday: 8 a.m. – 6 p.m.

Friday: 7:30 a.m. – 12 noon

**For information by phone please use our service telephone during the following hours:**

Monday 7 a.m. – 3 p.m.

Tuesday 7 a.m. – 3 p.m.

Wednesday 7 a.m. – 3 p.m.

Thursday 7:30 a.m. – 6 p.m.

Friday 7 a.m. - 12:30 p.m.

You can also ask for **an appointment** at the motor vehicle office in Berlin-Lichtenberg.

### **Taxi Rides**

In Berlin, approximately 6,000 taxis are at your service. Taxi stands are located in the vicinity of many of the larger hotels and near tourist attractions.

Some taxi stands can be called directly from the call boxes or you just call one of the taxi radio headquarters. The phone numbers can be found in the Yellow Pages.

### **Taxi Fares in Berlin**

Fixed taxi fares are legally binding on all taxi operators. The taximeter must be turned on when the trip starts; otherwise no insurance benefits can be claimed if there is an accident.

Basic fare for each trip: 3.00 EUR

Normal fare: 0 - 7 km: 1.58 EUR per km, more than 7 km: 1.20 EUR / km.

Short trips "Kurzstrecke" (less than 2 kilometres and less than 10 minutes) cost only 3.50 EUR if you stopped the taxi on the street (i.e. while it was not waiting at a taxi stand).

Fares for trips outside Berlin and Schönefeld (location of airport southeast of Berlin) can be agreed with the driver.

## 16. Religions in Berlin

Many religions are practised in Berlin, even though the majority of the population have no religious affiliation. 23.4 % of Berlin residents belong to the Protestant Church and another 9.1 % to the Roman Catholic Church. About 200,000 residents, or 5.9% of the population, practise Islam. The Jewish community, which now has about 11,000 members in Berlin, has doubled in size during the past ten years, mainly due to immigration from republics of the former Soviet Union. Berlin also has Greek Orthodox and Russian Orthodox churches as well as Hindu and Buddhist communities.

### 16.1 Christian

Internationaler Konvent Christlicher Gemeinden  
in Berlin und Brandenburg e.V.  
[www.christen-in-berlin.de](http://www.christen-in-berlin.de)

This internet portal provides a comprehensive directory of the Christian churches in Berlin and Brandenburg, including churches with services in foreign languages and Orthodox communities too.

#### 16.1.1 Protestant Church

Evangelische Kirche Berlin-Brandenburg-schlesische Oberlausitz  
Kirchlicher Beauftragter für Ausländerarbeit  
Georgenkirchstraße 69  
10249 Berlin  
Tel: (030) 24 34 45 33  
Fax: (030) 24 34 42 579  
E-mail: [h.thomae@ekbo.de](mailto:h.thomae@ekbo.de)  
Internet: [www.ekbo.de](http://www.ekbo.de)

#### 16.1.2 Roman Catholic Church

Archdiocese of Berlin  
Erzbischöfliches Ordinariat Berlin  
Niederwallstr. 8-9  
10117 Berlin  
Tel: (030) 326 84 0  
Fax: (030) 326 84 276  
E-mail: [info@erzbistumberlin.de](mailto:info@erzbistumberlin.de)  
Internet: [www.erzbistumberlin.de](http://www.erzbistumberlin.de)

- Diocese Council of the Catholics in the Archdiocese of Berlin  
Committee for Foreigners – Migration – Cultural Coexistence

Französische Str. 34  
10117 Berlin  
Tel: (030) 40 00 46 0  
Fax: (030) 40 00 46 10  
E-mail: [info@dioezesanrat-berlin.de](mailto:info@dioezesanrat-berlin.de)  
Internet: [www.dioezesanrat-berlin.de](http://www.dioezesanrat-berlin.de)

#### 16.1.3 Greek Orthodox Church

Kirchengemeinde Himmelfahrt des Herrn  
Mittelstr. 22  
12167 Berlin  
Tel: (030)792 02 36

#### **16.1.4 Russian Orthodox Church**

Christi-Auferstehungs-Kathedrale  
Hohenzollerndamm 166  
10713 Berlin  
Tel: (030) 873 16 14

#### **16.2 Jewish**

Jüdische Gemeinde zu Berlin  
Fasanenstr. 79-80 - Gemeindezentrum  
10623 Berlin  
Tel: (030) 880 28 201  
Fax: (030) 880 28 255  
E-mail: [vorstand@jg-berlin.org](mailto:vorstand@jg-berlin.org)  
Internet: [www.jg-berlin.org](http://www.jg-berlin.org)

#### **Social Department**

Social and legal consultations, especially in matters related to legal residence, as well as support with submitting applications, including those for reparations to victims of the Third Reich.

Joachimstaler Straße 13  
10719 Berlin  
Tel: (030) 880 28 144  
Fax: (030) 880 28 115

Integrationsbüro  
Fasanenstraße 79-80  
10623 Berlin  
Tel: (030) 880 28 246  
Fax: (030) 880 28 268

Jüdische Volkshochschule Berlin  
Fasanenstraße 79-80  
10623 Berlin  
Tel: (030) 88028 264  
Fax: (030) 88028 288  
E-mail: [info@jvhs.de](mailto:info@jvhs.de)  
Internet: [www.jvhs.de](http://www.jvhs.de)

Jüdischer Kulturverein Berlin e.V  
Oranienburger Straße 28/29  
10117 Berlin  
Tel: (030) 2 82 66 69  
Fax: (030) 28 59 80 53  
E-mail: [jkv.berlin@t-online.de](mailto:jkv.berlin@t-online.de)

Israelitische Synagogen-Gemeinde - Adass Jisroel - zu Berlin  
Körperschaft des öffentlichen Rechts, gegr. 1869  
Tucholskystraße 40  
10117 Berlin  
Tel: (030) 281 31 35  
Fax: (030) 281 31 22  
E-mail: [adassjisroelberlin@web.de](mailto:adassjisroelberlin@web.de)

Women's International Zionist Organization for an Improved Israeli Society,  
WIZO Gruppe Berlin e. V  
Fasanenstr. 79-80  
10623 Berlin  
Tel: (030) 882 55 89  
Fax: (030) 881 71 13  
E-mail: [berlin@wizo-ev.org](mailto:berlin@wizo-ev.org)  
Internet: [www.wizo-ev.org](http://www.wizo-ev.org)

Zentralrat der Juden in Deutschland  
Leo-Baeck-Haus  
Postfach 04 02 07  
10061 Berlin  
Tel: (030) 28 44 56 0  
Fax: (030) 28 44 56 13  
E-mail: [info@zentralratjuden.de](mailto:info@zentralratjuden.de)  
Internet: [www.zentralratjuden.de](http://www.zentralratjuden.de)

Zentralwohlfahrtsstelle der Juden in Deutschland  
Meeting point "Hatikva"  
Oranienburger Str. 31  
10117 Berlin  
Tel: (030) 282 68 26  
Fax: (030) 282 85 29  
E-mail: [hatikwaberlin@web.de](mailto:hatikwaberlin@web.de)  
Internet: [www.hatikwa.de](http://www.hatikwa.de)

### **16.3 Islam**

Der Deutschsprachige Muslimkreis Berlin e. V - DMK  
Drontheimer Straße 16  
13359 Berlin  
Tel: (030) 499 15 634  
Fax: (030) 499 15 635  
E-mail: [office@dmk-berlin.de](mailto:office@dmk-berlin.de)  
Internet: [www.dmk-berlin.de](http://www.dmk-berlin.de)

IBMUS - Initiative Berliner Muslime  
c/o Inssan e. V.  
Gitschiner Str. 17  
10969 Berlin  
Tel: (030) 20 61 96 39  
Fax: (030) 20 61 96 41  
E-mail: [kontakt@ibmus.de](mailto:kontakt@ibmus.de)  
Internet: [www.ibmus.de](http://www.ibmus.de)

Inssan für kulturelle Interaktion e. V  
Gitschiner Str. 17  
10969 Berlin  
Tel: (030) 20 61 96 39  
Fax: (030) 20 61 96 42  
E-mail: [info@inssan.de](mailto:info@inssan.de)  
Internet: [www.inssan.de](http://www.inssan.de)

Interkulturelles Zentrum für Dialog und Bildung e. V  
Drontheimer Straße 32 a  
13359 Berlin  
Tel: (030) 49 50 08 03  
Fax: (030) 49 50 08 04  
E-mail: [info@izdb-berlin.de](mailto:info@izdb-berlin.de)  
Internet: [www.izdb-berlin.de](http://www.izdb-berlin.de)

Islamische Föderation in Berlin e. V  
Boppstraße 41  
10967 Berlin  
Tel: (030) 692 38 72  
Fax: (030) 695 08 218  
E-mail: [info@if-berlin.de](mailto:info@if-berlin.de) or [info@islamische-foederation.de](mailto:info@islamische-foederation.de)  
Internet: [www.if-berlin.de](http://www.if-berlin.de) or [www.islamische-foederation.de](http://www.islamische-foederation.de)

Islamische Gemeinschaft deutschsprachiger Muslime Berlin und Freunde des Islam e. V.  
Gesslerstr. 11  
10829 Berlin  
Tel: (030) 788 48 83  
Fax: (030) 788 48 83  
E-mail: [m.herzog@igdmb.de](mailto:m.herzog@igdmb.de)  
Internet: [www.igdmb.de](http://www.igdmb.de)

Islamisches Kulturzentrum der Bosniaken in Berlin e. V  
Adalbertstr. 94  
10999 Berlin  
Tel: (030) 69 56 64 0  
Fax: (030) 69 56 64 44  
E-mail: [kontakt@ikc-berlin.de](mailto:kontakt@ikc-berlin.de)  
Internet: [www.ikc-berlin.de](http://www.ikc-berlin.de)

Landesverband der Islamischen Kulturzentren Berlin e. V  
Lindower Straße 18  
13347 Berlin  
Tel: (030) 461 70 26  
Fax: (030) 461 23 21  
E-mail: [berlin@vikz.de](mailto:berlin@vikz.de)  
Internet: [www.vikz.de](http://www.vikz.de)

Muslimische Akademie in Deutschland  
Kaiserdamm 100  
14057 Berlin  
Tel: (030) 30 10 94 99  
Fax: (030) 30 10 95 31  
E-mail: [sekretariat@muslimische-akademie.de](mailto:sekretariat@muslimische-akademie.de)  
Internet: [www.muslimische-akademie.de](http://www.muslimische-akademie.de)

Türkisch-Islamische Union der Anstalt für Religion - DITIB  
Wiener Straße 12  
10999 Berlin  
Tel: (030) 612 41 56  
Fax: (030) 611 23 12  
E-mail: Please use the contact form on the internet  
Internet: [www.diyenet.org/de/startseite/index.php](http://www.diyenet.org/de/startseite/index.php)

Kulturzentrum Anatolischer Aleviten e. V  
Waldemarstraße 20  
10999 Berlin  
Tel: (030) 616 58 394  
Fax: (030) 616 58 395  
E-mail: [info@aakm-cemevi.de](mailto:info@aakm-cemevi.de)  
Internet: [www.alevitschegemeinde.de](http://www.alevitschegemeinde.de)

Die Muslimische Mission Ahmadiyya Anjuman Isha'at Islam Lahore  
Briener Str. 7-8  
10713 Berlin  
Tel: (030) 87 35 70 3  
Fax: (030) 87 30 78 3  
E-mail: [diemoschee@aaiil.org](mailto:diemoschee@aaiil.org)  
Internet: [www.aaiil.org/german](http://www.aaiil.org/german)

Ahmadiyya - Muslim Gemeinde Berlin  
Bait-ul-Malik (Name of the mosque)  
Meteorstraße 52  
13405 Berlin  
Tel: (030) 41 38 54 6  
Fax: (030) 41 74 66 17  
E-mail: [kontakt@ahmadiyya.de](mailto:kontakt@ahmadiyya.de)  
Internet: [www.ahmadiyya.de](http://www.ahmadiyya.de)

#### **16.4 Buddhist**

Buddhistische Gesellschaft Berlin e. V  
Wulffstr. 6  
12165 Berlin  
Tel: (030) 792 85 50  
Fax: (030) 792 85 50  
E-mail: [budd.ges@gmx.de](mailto:budd.ges@gmx.de)  
Internet: [www.buddhistische-gesellschaft-berlin.de](http://www.buddhistische-gesellschaft-berlin.de)

Buddhistisches Zentrum Berlin der Karma Kagyü Linie  
Grunewaldstr. 18 - Factory Building  
10823 Berlin  
Tel: (030) 7870 4213  
Fax: (030) 7870 4214  
Infoline: (030) 7870 4215  
E-mail: [berlin@diamondway-center.org](mailto:berlin@diamondway-center.org)  
Internet: [www.buddhismus-ost.de](http://www.buddhismus-ost.de)

Buddhistisches Zentrum Berlin-Mitte der Karma Kagyü Linie  
Milastr. 4, in the tower, floors 3 and 4  
10437 Berlin  
Tel: (030) 2434 2544  
Fax: (030) 2434 2545  
E-mail: [berlin-mitte@diamondway-center.org](mailto:berlin-mitte@diamondway-center.org)  
Internet: [www.buddhismus-ost.de/berlin-mitte](http://www.buddhismus-ost.de/berlin-mitte)

Das Buddhistische Haus-Frohnau  
Edelhofdamm 54  
13465 Berlin  
Tel: (030) 401 55 80

Fax: (030) 401 03 227  
E-mail: [mail@buddhistisches-haus.de](mailto:mail@buddhistisches-haus.de)  
Internet: [www.buddhistisches-haus.de](http://www.buddhistisches-haus.de)

Tibetisch Buddhistisches Zentrum Berlin e.V  
Habsburger Straße 10  
10781 Berlin

Tel: (030) 833 93 62  
Fax: (030) 833 93 62  
E-mail: [info@tibetzentrum-berlin.de](mailto:info@tibetzentrum-berlin.de)  
Internet: [www.tibetzentrum-berlin.de](http://www.tibetzentrum-berlin.de)

### **16.5. Hindu**

Sri Ganesha Hindu Tempel e. V.  
Rollbergstraße 22  
12053 Berlin

Tel: (030) 301 73 53, 712 65 55,70 09 53 16, 622 87 65  
E-mail: [sght\\_berlin@yahoo.com](mailto:sght_berlin@yahoo.com)  
Internet: [www.hindutempelberlin.de](http://www.hindutempelberlin.de)

### **16.6. Sikh**

Sikh Assembly in Berlin  
Gurdwara Sri Guru Singh Sabha Berlin e.V  
Kögelstraße 6  
13403 Berlin

Tel: (030) 173 625 87 17  
E-mail: [kontakt@gurdwara-berlin.de](mailto:kontakt@gurdwara-berlin.de)  
Internet: [www.gurdwara-berlin.de](http://www.gurdwara-berlin.de)

### **16.7. Other Belief Oriented Organisations**

Deutscher Freidenker-Verband e. V.  
Landesverband Berlin  
Postfach 14 15 10  
10149 Berlin

E-mail: [dfv-berlin@freidenker.org](mailto:dfv-berlin@freidenker.org)  
Internet: [www.freidenker-berlin.de](http://www.freidenker-berlin.de)

Humanistischer Verband Deutschlands  
Landesverband Berlin e.V.  
Wallstraße 61-65  
10179 Berlin

Tel: (030) 613 904 0  
Fax: (030) 613 904 50  
E-mail: [hvd-berlin@humanismus.de](mailto:hvd-berlin@humanismus.de)  
Internet: [www.hvd-berlin.de](http://www.hvd-berlin.de)

Internationaler Bund der Konfessionslosen und Atheisten e. V  
Landesverband Berlin-Brandenburg  
Postfach 30 37 24  
10726 Berlin

E-mail: [lvbb@ibka.org](mailto:lvbb@ibka.org)  
Internet: [www.ibka.org](http://www.ibka.org)

**More information on organisations in Berlin that are based on belief is on the Internet at:**  
[www.meinestadt.de/berlin/home/kat/100-541-876-98404](http://www.meinestadt.de/berlin/home/kat/100-541-876-98404)

## **17. Media: Press, Radio, Television**

### **Press**

There are around 20,000 press publications in Germany, including numerous professional journals and trade magazines.

Newsagents at train stations usually have the widest range of German and international newspapers and magazines, but almost all kiosks and supermarkets also have a selection of the most important regional and national papers.

### **Radio / Television**

Anyone who owns a radio or television is obliged by law to pay a licensing fee to the "Gebühren-Einzugs-Zentrale" or "GEZ" for short. Registration forms for the GEZ can be found in many Sparkassen and banks.

Radio and television broadcasts can be received in many foreign-languages. Please check the public program of RBB and "Offener Kanal Berlin".

#### **RBB – Radio multikulti**

Masurenallee 8 - 14 14046 Berlin

Tel.: 97993-0, Fax: 97993-35009

E-mail: [multikulti@rbb-online.de](mailto:multikulti@rbb-online.de), Internet: [www.multikulti.de](http://www.multikulti.de)

Reception: on antenna 96.3 MHz, and on the Berlin cable network 91.6 MHz

"Radio multikulti" - the radio of cultural variety providing information about living together in different cultures here and elsewhere. Programs in German and 19 other foreign languages, for a travel through Berlin and around the globe. Rap from Senegal, Karelian music from Finland, flamenco, Klezmer or merengue – all the tunes from the world can be heard.

#### **Offener Kanal Berlin ("Open Channel Berlin")**

Voltastraße 5, 13355 Berlin

Tel.: 4640 05-0, Fax: 4640 05-98

E-mail: [info@okb.de](mailto:info@okb.de), Internet: [www.okb.de](http://www.okb.de)

Reception: by antenna 97.2 MHz, and on the Berlin cable network 96.2 MHz

#### **Medienanstalt Berlin-Brandenburg**

Kleine Präsidentenstr. 1, 10178 Berlin

Tel.: 26 49 67-0, Fax: 26 49 67-90

E-mail: [mail@mabb.de](mailto:mail@mabb.de), Internet: [www.mabb.de](http://www.mabb.de)

The "Medienanstalt" of Berlin-Brandenburg is the joint media institute of Berlin and Brandenburg. Besides accreditation and supervision of private radio and television programs in Berlin and Brandenburg, the Media Institute Berlin-Brandenburg is involved with the development of the range of broadcasting on offer.

## **18. Cultural Events and Leisure Time**

### **18.1 Restaurants: Wining and Dining in Berlin**

Berlin is known for its high standards in international gastronomy. A broad selection of first-class restaurants offers a variety of delicious dishes. Almost 9,500 restaurants, coffee houses, bars, taverns, trattorias and pubs welcome you to wine and dine. If you have little time, there are fast-food meals like "hamburgers", "döner", and, last but not least, the famous Berlin "Currywurst" is served in most snack-bars and eat-ins in the city.

### **18.2 Shopping in Berlin**

The Berlin shopping streets, shopping-centres and markets offer all you can imagine. The boulevard and window shopping areas at "Kurfürstendamm", the new "Stadtquartier am Potsdamer Platz" and the traditional "Friedrichstraße" down to "Spandauer Vorstadt" are very popular. Fans of designer clothes or trendy second hand fashion will find what they want in scene-boutiques in "Prenzlauer Berg" or all around the "Hackescher Markt" in the city district "Mitte". A stroll over to the Berlin weekly markets or flea markets, art markets and jumble sale is always an interesting experience.

Information about Berlin markets and street and folk festivals can be found at [www.berlin.de/SenWiTechFrau/markt/index.html](http://www.berlin.de/SenWiTechFrau/markt/index.html).

A list of all markets are published by the Senate Department for Economy, Labour and Women's Issues, Martin-Luther-street 105, 10825 Berlin, Tel: 9013-8446, Fax: 9013-7274, in collaboration with the departments for economy of the district authorities. You can also have this information sent to you by mail. However, you have to send a stamped envelope (0.56 EUR ) first.

### **Shopping Guide Berlin**

The current shopping guide of the "Berlin Tourismus Marketing GmbH" and IHK Berlin presents the numerous shopping centres in the city. This guide is a good orientation for visitors looking to go shopping in the city. It provides you with updated opening hours, tax free purchase information and many other interesting references. Go by the shopping guides' motto: Fashionable and fancy, books, art and antiques, jewellery and accessories, craftwork and delicacy from all over the world: there is nothing that does not exist in Berlin. German and English editions of the shopping guide are available at

BTM-Versandservice DVG:

Tel.: +49(0) 30491023-14

Fax: +49(0) 30491023-25

## **18.3 Events: Museums, Theatre, Film City Berlin, Exhibitions, Conventions**

### **Events in Berlin**

Berlin is an experience - every single day of the year. Concerts, parties and dancing clubs, international film and theatrical events are on the program as well as the famous "Lange Nächte der Kultur und Wissenschaften" – the only event of its kind in the world.

### **Museums and Galleries in Berlin**

Berlin has 174 museums where visitors can experience the different cultures of world first hand– from Nefertiti to teddy bears, from prehistoric axes to modern art. Large temporary exhibitions constantly enhance and extend this range.

### **Museums at Night (Lange Nacht der Museen)**

In 2007 the "Lange Nacht der Museen" in Berlin entered its eleventh consecutive year. A unique event that has inspired other cities to organize similar events, the "Lange Nacht der Museen" gives visitors the opportunity to discover new museums – in Berlin –there are almost 170 of them to choose from! Twice a year a selection of museums is chosen with different focal points matching the season (winter and summer). The BVG runs buses along a multitude of routes connecting about 60 museums from 6 pm to 2 am. Whereas about 12 museums were involved in the first "Lange Nacht der Museen", about 80 museums, expositions and temporary art projects were involved in the 17th.

In the institutions visitors experience guided tours, expositions, and a rich spectrum of cultural events of all kinds. Offering concerts, performances, readings, presentations, painting action events, films and much more the event provides an exciting program for everyone. Our catering-service provides you with delicious food and drink. Combined tickets cost 12.00 EUR; reduced tickets cost 8.00 EUR per person. Bus shuttles, admission to museums, institutions, and events, as well as the info-brochure are all included. The bus shuttles are staffed by professional personnel.

You can find program information on our websites, in the special program schedule and in the Museums' Tip-newsletter "Ausstellungen": [www.lange-nacht-der-museen.de](http://www.lange-nacht-der-museen.de)

### **Berlin Theatres and Concerts**

Offering an overwhelming program of culture and entertainment every day, Berlin has the most theatres and orchestras in Germany. The Berlin cultural events can serve everyone's taste.

Berlin is a city that is passionate about theatre featuring over 300 stages, from the solemn National Theatre to professional engaged Off-theatre, 12 children and youth theatres, new musical theatre at "Potsdamer Platz", to amateur groups. Some of the highlights are the "Friedrichstadtpalast", "Theater des Westens", "Staatsoper unter den Linden", "Deutsche Oper", "Wintergarten Varieté", "Theater am Kurfürstendamm". The Berlin stages and their colourful programs attract 3.5 million visitors a year.

### **Theatre with foreign language performances**

Below is an overview of theatre groups, which perform plays in a foreign language. Some of these groups do not have their own fixed location; they perform in different places. Information about these groups can be obtained through their offices.

Tiyatrom (with its own location) - plays in Turkish  
Alte Jakobstr. 12, 10969 Berlin  
Tel.: 615 20 20

Friends of Italian Opera (with its own location) - plays in English  
Fidicinstr. 40, 10965 Berlin  
Tel.: 693 56 92

Russisches Theater Berlin (with its own location) - plays in Russian  
Knaackstr. 97, 10435 Berlin  
Tel.: 441 39 01

Platypus Theater (no location of its own) - plays in English for young people  
Office: Markgrafenstr. 87, 10969 Berlin, Tel.: 614 01 920

Out to lunch (no location of its own)  
Simon Newby  
Potsdamer Str. 161, 10783 Berlin  
Tel.: 217 52 153

### **Musical Highlights**

Three opera houses, eight symphony orchestras – including the outstanding Berlin Philharmonic Orchestra – ten chamber orchestras, approximately 880 choirs, four open opera ensembles and innumerable music groups of all types and styles.

### **Unique Cultural Environment**

The "Museumsinsel in Mitte", which is part of the UNESCO world cultural heritage, and the Jewish Museum designed by Daniel Libeskind are attractive sights for people from all over the world.

### **Art**

A continually growing number of galleries enrich the cultural program. Every day 200 private galleries and 260 exhibitions offer an abundance of inspiration and leisure.

To get started, you might visit Museumsinsel (Museum Island), located on Unter den Linden, in the centre of Berlin and the Berliner Kulturforum at the western end of Potsdamer Platz.

### **Cinema and Film City Berlin**

With 97 movie theatres, Berlin has Germany's highest cinema density. Each year 12 million visitors show the fascination for films in Berlin.

13 Multiplex movie theatres in Berlin offer the cinemas of a new generation. Altogether 128 screens and 32,231 places offer modern movie theatre entertainment for thousands of spectators every day.

### **International Film Festival Berlin**

The "Berlinale" attracts film makers as well as cineastes from the entire world to Berlin each year. When the "Berlinale" was organized for the first time at "Potsdamer Platz", the guests were enthusiastic about the ultra-modern quarters. With 1,800 seats in the classic two-rank-style, the Renzo Piano's musical theater at "Potsdamer Platz" – watched by the world – became the "Berlinale" Palace.

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

### **Exhibitions and Congresses**

With outstanding exhibitions, international events and forums, the city hosts global businesses, consumers and people from all over the world.

Some of the most important events held at "Messe Berlin" are the "Internationale Funkausstellung" - [IFA](#), the "Internationale Tourismus-Börse" - [ITB](#) Berlin, the "Internationale Grüne Woche Berlin", the [bautech](#) – "Internationale Baufachmesse Berlin" and the [ILA](#) – "Internationale Luft- und Raumfahrt ausstellung Berlin-Brandenburg" - and the [HomeTech Berlin](#).

In addition the [InnoTrans](#) – "Internationale Fachmesse für Verkehrstechnik" and the [FRUIT LOGISTICA](#) – "Internationale Messe für Früchte- und Gemüsemarketing" provide ideal opportunities for informative communication and contact exchanges.

With the International Congress Centre (ICC), Berlin provides a multifunctional conference site.

Further information can be found on the internet at: [www.messe-berlin.de](http://www.messe-berlin.de), [www.berlin.de](http://www.berlin.de) and [www.berlin-partner.de](http://www.berlin-partner.de)

The magazines of the districts and in the daily press contain notices of events of all kinds.

## **18.4 Sports and Outdoors**

In a multicultural city like Berlin, sports have an important function as a medium for integration. It is part of every day life that athletes from different countries train together. Berliners are enthusiastic about sports. There are about 2,000 sports clubs with roughly 550,000 members. Another 500,000 Berliners regularly engage in athletic activities outside these clubs. The city and surrounding region attract visitors with their diverse leisure time sports activities, such as water sports, riding, parachute jumping, golf, sailing and flying. More than 2,000 athletic facilities are available.

Every year, Berlin hosts outstanding sports events such as the soccer finals of the German Soccer Association (DFB), the International Track and Field Sports Festival (ISTAF), the Berlin Marathon, the FINA world cup in swimming and the Berlin six-days race in the velodrome. In 2008 the world champion in figure skating will be chosen in Berlin, and in 2009 Berlin will, for the first time, be the arena for the world championships in track and field events.

### **Olympic Stadium ("Olympiastadion")**

The Olympic Stadium will feature the IAAF Track and Field Events World Championship in 2009. It also hosts "Hertha BSC" soccer club's home matches, DFB-cup games and the international athletics sport festival (ISTAF). Important events for church and cultural organizations are held here too.

### **Velodrom**

The Velodrom is one of the largest event halls in Berlin. It hosts top events from the areas of sports, music and show business. A 250-metre-long cycling track has been permanently installed here. It is considered to be one of the world's fastest tracks.

### **Max-Schmeling Hall**

The Max-Schmeling hall is the location for the home matches of national basketball team "Alba Berlin" and the handball national league "Reinickendorfer Füchse", tournaments of the state dance sport association, boxing matches and large musical events.

### **Swimming Pools**

Berlin offers ideal conditions for enthusiasts of water sports and leisure time athletes. With 39 open air pools and summer pools and 62 indoor pools there are many possibilities available.

### **Golf and Courses**

In a metropolis like Berlin, outdoor sports' enthusiasts get their money's worth. With numerous courses in the surrounding countryside and smaller training courses in the city, golf is completely established as a sport in Berlin.

### **Berlin's Ice Skating Rinks**

In the winter season, the capital offers numerous indoor possibilities for ice skating. The Berlin ice hockey professionals training is sometimes open to the public and spectators can watch it live. Berlin's rinks with artificial ice offer more offer a place to have fun as well as a place for athletes to train.

### **Horse Races**

#### **Trabrennbahn Mariendorf**

Berliner Trabrenn-Verein e.V., Mariendorfer Damm 222 – 298, 12107 Berlin

Tel.: +4930(030) 7401 - 212, Fax.: +4930(030) 7401 – 211,

E-mail: [btv@berlintrab.de](mailto:btv@berlintrab.de), Internet: [www.berlintrab.de](http://www.berlintrab.de)



## 18.5 Local Recreation Areas

You will be surprised how many parks, forests and lakes there are in Berlin. Hardly any other metropolis has as many green areas as Berlin. Parks and gardens, city squares and green areas of different sizes and shape quality dating from different time epochs dominate the view of the city. More than 2,500 public lawns, green areas and city places of different size and shape offer various possibilities for recreation in the city.

The forests, parks, garden plots and over 400,000 parkway trees render Berlin a green city. People walking on warm summer nights through the parks of Grunewald, taking a stroll in the garden of the Schloss Charlottenburg or visiting the Domäne Dahlem and the pot-bellied pigs, sometimes forget that they live in a metropolis with almost 3.4 million inhabitants.

In the centre of Berlin is the large city park called "Tiergarten". There are less animals there today, but - at least on warm days - you find large families of many different nationalities enjoying their barbecue, a romantic lake and a café „am Neuen See“ with its large beer garden. There are numerous inviting parks in the districts for recreation, e.g. the "Volkspark Friedrichshain", the "Gärten der Welt" in Marzahn, and a Japanese and a Chinese garden inside the "Britzer Garten" ([www.gruen-berlin.de/home/index.php](http://www.gruen-berlin.de/home/index.php)). The two rivers Havel and Spree, and the two most important canals "Teltowkanal" and "Landwehrkanal" cross the city of Berlin. In fact, 6.6 percent of the city is covered by water, almost 18 percent by forest, and 11.5 percent by recreation areas; more than five percent is used for agriculture.

In all seasons, Berlin offers many possibilities for recreation by foot, by bike or by boat. For example the "Müggelsee" [www.berlin.de/berlin-im-ueberblick/linkfoto/mueggelsee.html](http://www.berlin.de/berlin-im-ueberblick/linkfoto/mueggelsee.html) and the "Müggelberge", the "Pfaueninsel" and "Schwanenwerder", the bays along the "Havelchaussee" or the "Jagdschloss Grunewald". In winter people do ice skating on the frozen lakes "Schlachtensee" and "Krummen Lanke", and if there is enough snow, in Berlin forests and lawns not only tobogganing, but even skiing is possible.

Potsdam is on the other side of the "Glienicker Brücke", where "Park Sanssouci" and "Schloss Sanssouci" are just in the vicinity. More excursions, which follow the traces of the poet Fontane will lead to surrounding countryside of Berlin, like for example the nearby "Spreewald" or "Schloss Rheinsberg".

The Senate Department for Urban Development offers a wealth of information about public parks and recreation areas on its webpage. Selected public parks and places are described and presented with pictures, especially with respect to recreational offers and accessibility. Besides, you receive indications about public parks (garden monuments) which are under monument protection as well as information about "special public parks", like the botanical gardens, the zoological garden or the "Tierpark Friedrichsfelde". In addition the Senate Department for Urban Development hands out many brochures - sometimes for free. Some publications are available in bookshops or from publishing houses. You can receive information about the publications on the web at:

[www.stadtentwicklung.berlin.de/umwelt/stadtgruen/gruenanlagen/index.shtml](http://www.stadtentwicklung.berlin.de/umwelt/stadtgruen/gruenanlagen/index.shtml)

or at

Senatsverwaltung für Stadtentwicklung  
Info-Center, Behrenstr. 42-45, 10117 Berlin  
Tel.: (030) 90 20 55 55, Fax: (030) 90 20 52 64  
E-mail: [SenStadt Info-Center](mailto:SenStadt-Info-Center@senat.berlin.de)

|                |                 |                  |
|----------------|-----------------|------------------|
| Opening hours: | Monday-Thursday | 10 a.m. – 4 p.m. |
|                | Friday          | 10 a.m. – 2 p.m. |

## 18.6 Tierpark, Zoo and Aquarium

### One City - Two Magnificent Zoos

Ever since the reunification of Germany and Berlin, Berliners have had two zoos: the old zoo in the former western part and the new zoo, Tierpark Friedrichsfelde, which was set up in the eastern part in 1955. Since these two zoos are very different in character, the politically responsible persons agreed that these zoos would work together, while also continuing to develop in accordance with their unique characters. The old, inner city zoo has many animal houses and a huge aquarium, whereas the new zoo is a spacious scenic landscape park with large enclosures. Taken together, Berlin's two zoos now have a stock of animals that surpasses that of any city in the world in its diversity and rareness. You could visit them on the internet:

old zoo                    [www.zoo-berlin.de/willkommen.html](http://www.zoo-berlin.de/willkommen.html)  
new zoo                    [www.tierpark-berlin.de/start.html](http://www.tierpark-berlin.de/start.html)

### "Tierpark Berlin-Friedrichsfelde"

#### Largest and Prettiest Landscape Zoo in Europe

"Tierpark Berlin-Friedrichsfelde" is open to visitors every day of the year – even on Christmas and New Year's Eve.

On an area of about 150 hectares, you will find a scenic park like none other. Generous outdoor lawns for hoofed animal herds, large water areas for geese, birds and flamingos as well as imposing vivariums ("Alfred-Brehm-Haus" for felids and tropical birds, pachyderm house for elephants, rhinos and manatees, "Kolibri-Krokodil-Haus" and African primates) welcome you. During your visit to the snake farm you will see one of the most extensive collections at venomous snakes in a European showcase terrarium. New: enclosures for Asian and European mountain animals and another enclosure for Japanese egret monkeys.

The historic centre of the Tierpark is Friedrichsfelde Castle, now used as a museum, with the historic formation of the north ground floor and south ground floor, which you can visit too.

#### Address:

Tierpark Berlin-Friedrichsfelde  
Am Tierpark 125, 10307 Berlin

**Public transportation:** U5 from Alexanderplatz to Tierpark, Tram: 26, 27, 28; Bus: 296, 396

#### Admission / day cards

**Adults:** 11.00 €

#### Reduced:

**Students** (valid semester identification card)

**Vocational students** (valid student identification card with photo) 8.00 €

**Unemployed persons** (identification card / approval notice)

**Civil service and army service** (identification card / official notification)

**Children** 3 to 15 years

**Children in school** 16 and older (valid student identification card)

**Welfare recipients** (with valid identification card)

**Blind and severely disabled persons** (100%) with companion, each 5.50 €

**Opening hours:****Cash desk opens:** daily from 9 a.m.**Cash desk closes:**

January– February 4 p.m.

March 5 p.m.

April – September 6 p.m.

October 5 p.m.

November – December 4 p.m.

December 24 (Christmas Eve) 1 p.m.

**Visiting hours:** up to 1 hour after cash desk closes**Zoologischer Garten Berlin – Largest Number of Species in the World**

The Berlin Zoo is a green oasis in the western part of the city. Today the Berlin zoo has the largest number of species in the world. Opened in 1844 under Prussian King Friedrich Wilhelm IV, it was Germany's very first zoological garden. On 35 hectares a large area with old trees and pictorial watercourses are historical vivariums in exotic style next to modern high-tech plants, like the rhino house and the penguin plant, with its underwater windows. Berlin Zoo even extends below ground: one of the few night animal houses in Europe.

**Address:** Hardenbergplatz 8, 10787 Berlin, Tel. 030 25 40 10**Opening hours:**

Monday – Sunday

Spring: March 1 - March 27, 9 a.m. – 5:30 p.m.

Summer: March 28 - October 3, 9 a.m. – 6:30 p.m.

Winter: October 4 - February 29, 9 a.m. – 5 p.m.

**Aquarium Berlin**

The aquarium, which is located right next to Zoologischer Garten, is a world for itself. On three floors you see live fish as well as reptiles, amphibians, insects and invertebrates. The aquarium also has the world's first crocodile hall in which you are able to walk!

Budapester Straße 32, 10781 Berlin

[www.aquarium-berlin.de/](http://www.aquarium-berlin.de/)Opening hours: **Monday to Sunday**, the whole year 9 a.m. – 6 p.m.**Admission: Day card Zoo****Adults** 12.00 EUR**Students, vocational students, unemployed,  
Civil and military service** 9.00 EUR**Children - 3 to 15 years,  
School children from 16 years, (student identification card),  
Welfare Recipients** 6.00 EUR**Small Family** (1 adult and 3 children up to 15 years) 20.00 EUR**Large Family** (2 adults and 3 children up to 15 years) 32.00 EUR**Admission: Day card Aquarium****Adults** 12.00 EUR

|   |           |
|---|-----------|
| <b>Students, vocational students, unemployed,<br/>Civil and military service</b>  | 9.00 EUR  |
| <b>Children - 3 to 15 years,<br/>School children from 16 years, (student identification card),<br/>Welfare recipients</b> | 6.00 EUR  |
| <br><u>Admission: Combined ticket Zoo/Aquarium</u>  |           |
| <b>Adults</b>   | 18.00 EUR |
| <b>Students, vocational student, unemployed,<br/>Civil and military service</b>   | 14.00 EUR |
| <b>Children - 3 to 15 years,<br/>School children from 16 years, (student identification card),<br/>Welfare Recipients</b> | 9.00 EUR  |
| <b>Small Family (1 adult and 3 children up to 15 years)</b>   | 30.00 EUR |
| <b>Large Family (2 adults and 3 children up to 15 years)</b>  | 45.00 EUR |



## IV. Long-Term Integration

### 19. Legal Information About Your Continued Stay in Berlin

#### 19.1 Laws Pertaining to Residence of Foreigners in Germany

Here we can only give you preliminary information. The Commissioner for Integration and Migration offers up to date information on residence rights at [www.integrationsbeauftragter.de](http://www.integrationsbeauftragter.de)

In addition, the Federal Ministry of the Interior offers further information about residence laws on its website at [www.bmi.bund.de](http://www.bmi.bund.de), especially under “frequently asked questions” (FAQ), [www.zuwanderung.de/2\\_faq.html](http://www.zuwanderung.de/2_faq.html).

Further important information can be found on the website of the Foreigners’ Office under [www.berlin.de/labo/auslaender/dienststelle](http://www.berlin.de/labo/auslaender/dienststelle) .

**The residence laws apply one set of rules to citizens of the other EU member states and to citizens of the countries in the European Economic Area and Switzerland including their family dependants (preferred persons), and another set of rules to all other persons (non-preferred persons).**

#### 1 a) Residence Law for non-preferred persons

##### Purpose of residence

You can obtain a residence title for various reasons:

- a) education (e.g. study or language course)
- b) gainful employment (both employment and self-employment)
- c) for reasons of international law and for humanitarian or political reasons (e.g. as a recognized refugee)
- d) for family reasons (e.g. spouse or children who follow at a later date)
- e) special statutory residence rights (e.g. of foreigners who lived in Germany as minors).

##### Residence Titles

The **residence permit** ("Aufenthaltserlaubnis") is valid for a limited period of time and is granted for specific purposes of residence. The length of stay depends on the respective purpose. One can tell from the residence permit whether or not the holder is allowed to take on gainful employment.

The **settlement permit** ("Niederlassungserlaubnis") and permission for permanent residence in the European Union are unlimited in time and include the right to take on gainful employment. They may not be accompanied by supplementary provisions, except that under certain circumstances political activities may be prohibited or the place of residence restricted.

##### General Requirements for a Residence Title

To begin with, the following conditions must usually be met to receive any residence title at all:

- a) You must be in possession of a valid passport or substitute passport,
- b) You must have assured means of subsistence: that is, you must be able to support yourself and take out adequate health insurance without being dependent on public funds;
- c) Your identity and citizenship must be clarified,
- d) There must be no reason for extradition,
- e) Your stay may neither interfere with nor endanger the interests of the Federal Republic of Germany,
- f) You must have entered Germany with the required visa and have provided the information pertinent to the issue of a residence title when you applied for this visa,
- g) There must be no prohibition against you from entering or residing in Germany, and

- h) You must not be involved in contrary asylum proceedings that are still in progress unless you have a right to issue of a residence permit.

### **1 b) Residency of persons from the EU and other preferred persons**

Citizens of the European Union have the right to **enter** the other EU states at any time, to **reside** any place there (**right to freedom of movement**/"Freizügigkeitsrecht") and to settle there in pursuit of their own aims (**freedom to settle**/"Niederlassungsfreiheit"). Citizens of the **EEA countries** who are not EU citizens are treated as EU citizens in regard to freedom of movement. The EU freedom of movement rules also apply in large part to citizens of **Switzerland**.

The EU law on Freedom of Movement lists the EU citizens who are entitled to freedom of movement. This applies to **self-employed persons** and to those who are **gainfully occupied as employees, providers or recipients of services, students** and **those who are not gainfully employed**.

However, citizens of the Central and Eastern European countries which acceded to the EU on May 1, 2004 are restricted in their rights to freedom of movement and settlement if they wish to take on gainful employment in Germany. To obtain their right to freedom of movement in Germany, such employees need an EU work permit. The Federal Employment Agency is responsible for issuing these permits.

EU citizens who wish to reside in Germany for three months to **look for work** or for **vocational training** are likewise entitled to freedom of movement.

However, EU citizens who are **not gainfully employed, old-age pensioners** and **students** only have the rights of entry and residence if they have sufficient health insurance coverage and can independently provide for themselves.

Family members of the aforementioned EU citizens likewise fall under the EU freedom of movement law.

Those who are entitled to freedom of movement and their family members with citizenship of a member state of the European Union are automatically issued a certificate of freedom of movement for an unlimited period of time at no charge and without delay. This certificate is issued, in principle, upon registration at the residents' office ("Bürgeramt").

Family members who are entitled to freedom of movement but are not citizens of the EU are automatically issued a residence card for family members of EU citizens within six months.

### **19.2 Naturalization**

EU citizens, who are entitled to freedom of movement, citizens of an EEA state, and those in possession of a settlement permit or a residence permit for specific purposes are entitled to claim German citizenship. Holders of residence permits for educational purposes or for specific humanitarian reasons are excluded from the possibility being naturalized.

A period of eight years of lawful and ordinary residence is the condition for claim to naturalization ("Anspruchseinbürgerung"). However, if you successfully complete a course of integration, seven years of lawful and ordinary residence are sufficient for you to claim naturalization. This waiting period can be reduced to six years in cases of special integration accomplishments (good language skills).

## V. Help in Emergencies

### 20. Crisis Services

#### 20.1 Domestic Violence

Violence in families and partnerships occurs in all cultures and social backgrounds. It encounters women and children, independent of age, development, religion and national origin. “Normal” fathers, husband, partners who threaten, beat or sexually mistreat women, forbid contact with friends and acquaintances and keep them in financial dependence. Out of shame and fear many women fail to seek for help and support. Possibilities for foreign women to escape from a situation of mistreat are complicated by residential status, marriage, no work permit and financial needs. These women are often anxious to build up an independent life for themselves and their children. Appropriate psychosocial and legal help for migrants is of special importance. In a situation where help is needed, confidential consultation in your own language is very important.

#### Hotline and Refuge Institutions

BIG-hotline, 9 a.m. – 12 noon, phone 611 03 00

The BIG-hotline (Berliner intervention project against domestic violence) offers a helpline for women who experience physical and mental violence, also anonymously if desired. There is information and mediation to refuge institutions. Interpreters assist in personal consultations. The hotline is also for friends and acquaintances from the private and social background of the women as well as the authorities and social institutions.

#### 20.2 Women’s Refuge ("Frauenhäuser") and similar facilities

In Berlin six women’s refuges offer 24 hours places for women and their children who are in need for protection. A stay at the women’s refuge can help the victim to disengage from a violent partner, to clear her situation and find new perspectives. We advise and support woman individually and help to clarify the situation.

In women’s refuges women with different nationalities and languages are employed. The colleagues seek for collaboration with women interpreters, so women who come to the refuge have the possibility to communicate in their own language. The stay in the women house is anonymous and free of charge.

|                                      |                   |
|--------------------------------------|-------------------|
| <b>2. Autonomous women’s refuge</b>  | phone 37 49 06 22 |
| <b>3. Autonomous women’s refuge</b>  | phone 559 35 31   |
| <b>4. Autonomous women’s refuge</b>  | phone 91 61 18 36 |
| <b>Women’s refuge Bora</b>           | phone 986 43 32   |
| <b>Women’s refuge of the Caritas</b> | phone 851 10 18   |
| <b>Intercultural women’s refuge</b>  | phone 80 10 80 50 |

#### Guide for Female Migrants who are affected by Domestic Violence

The “AG Migrantinnen” at BIG (Berlin intervention project against domestic violence) in cooperation with the Senate Department for Economics, Labour and Women's Issues published a guide for female migrants who experience domestic violence. Translations of selected parts of the guide are available in Arabic, English, French, Polish, Russian, Serbo-Croatian, Spanish, Thai, Turkish and Vietnamese.

The guide is available, among other places, from the Commissioner of the Berlin Senate for Integration and Migration, Potsdamer Straße 65, 10785 Berlin, phone: 9017-2351 (opening hours see section 4) and on the web at: [www.big-hotline.de](http://www.big-hotline.de) (pdf download).

### **20.3 Crisis services for Children and Youths**

The children's, girls' and youth emergency services are available to all children and young people in a crisis situation as a place of refuge at any time of day or night (24 hours). As a matter of principle, counselling and lodging are voluntary. Lodging is necessarily for a limited period of time in a crisis service. For this reason it is necessary to clarify as soon as possible which alternatives can be found for the children and young people affected.

#### **Emergency Service for Children ("Kindernotdienst")**

The emergency service for children, children up to age 14 can be accepted there on short notice without bureaucratic formalities. The child's family will be notified of the child's whereabouts by an employee of the emergency service. These persons also conduct crisis conferences with the child's parents and provide counselling. All children may call this service by themselves at any time. Contact details: Gitschiner Str. 48/49, 10969 Berlin-Kreuzberg, Tel.: 61 00 61

#### **Emergency Service for Girls ("Mädchennotdienst")**

The emergency service for girls and young women from 14 to 21 years of age offers counselling and temporary lodging after sexual violence.

Contact Details: Mindener Straße 14, 10589 Berlin, Telephone: 61 00 63

#### **Youth Emergency Service ("Jugendnotdienst"):**

The youth emergency service are for all girls and boys from 14 to 18 years of age who are in an emergency or crisis situation. It provides counselling and short-term lodging.

Contact details: Mindener Straße 14, 10589 Berlin, Telephone 61 00 62

#### **Hotline – Child Protection:**

The child protection hotline number 61 00 66 is for use by anyone who has seen signs of neglect or force directed against a child in Berlin. This hotline is answered at all times of day and night. When receiving a report, the advisor evaluates the danger involved to initiate all necessary protective measures.

## **20.4 Emergency Services with Telephone Numbers**

### **General Emergency**

|   |                    |
|---|--------------------|
| Police                                    | <b>110</b>         |
| Fire department                           | <b>112</b>         |
| Ambulance control station                 | <b>112</b>         |
| Criminal Investigation (police), helpdesk | <b>4664-973466</b> |

### **Road Service**

|                           |   |
|---------------------------|---|
| ACE - road service        | <b>0180-234 35 36</b>                         |
| ADAC - road service       | <b>0180-2 22 22 22, mobile phone 22 22 22</b> |
| ADAC- travel call service | <b>86 86-0</b>                                |
| ADAC - rescue helicopter  | <b>110 or 112</b>                             |

### **Medical Emergency Service**

|   |                      |
|---|----------------------|
| Information centres for symptoms of poisoning |                      |
| Poison emergency centre                       | <b>192 40</b>        |
| Poison emergency call (only for adults)       | <b>45 05-5 35 55</b> |
| National medical on-call service              | <b>310 03-1</b>      |
| National dental emergency service             | <b>89 00 43 33</b>   |
| Dental night emergency service                | <b>42 21-14 37</b>   |

### **Customer Services of utility companies**

|                                 |                        |
|---------------------------------|------------------------|
| Gas: GASAG clearance service    | <b>78 72-72</b>        |
| Water: clearance service        | <b>0800-292 59 59</b>  |
| Phone: Telecom trouble shooting | <b>0800-3 30 20 00</b> |
| Radio interferences             | <b>0180-3 23 23 23</b> |

### **Customer Service Public Transport**

|   |  |
|---|--|
| BVG customer service (6:00 am – 11:00 pm) | <b>1 94 49</b>                         |
| Deutsche Bahn AG automatic                |  |
| Schedule information                      | <b>0800-150 70 90</b>                  |
| Bus station Funkturm                      | <b>3 02 53 61</b>                      |
| Credit cards emergency call (loss)        | <b>069-79 33 19 10</b>                 |
| Check cards emergency call (loss)         | <b>069-79 33 19 10, 01805-02 10 21</b> |

### **Social Emergency Call Facilities**

|  |                        |
|--|------------------------|
| Hotline for vacationers in danger                | <b>0188 81 70</b>      |
| Berlin crisis service                            | <b>390 63-00</b>       |
| Women crisis telephone:                          |                        |
| Mo, Th: 10 a.m. -12 noon; Tu,                    |                        |
| We, Fr: 7 p.m. – 9 p.m.                          | <b>615 42 43</b>       |
| Sa, So, legal holidays: 5 p.m. – 7 p.m.          | <b>615 75 96</b>       |
| LARA crisis and counselling centre               |                        |
| for women who have been raped                    | <b>216 88 88</b>       |
| Hotline (BIG)                                    | <b>6 11 03 00</b>      |
| Gay attack helpline Berlin (Mann-O-Meter)        | <b>216 33 36</b>       |
| Children's emergency service                     | <b>6 10 06-1</b>       |
| Youth emergency service                          | <b>3 49 99 34</b>      |
| Girls' emergency service                         | <b>61 00 63</b>        |
| Hotline Child Protection                         | <b>61 00 66</b>        |
| Children protection centre Berlin                | <b>0800 111 0 111</b>  |
| Church telephone counselling                     | <b>0800 111 0 222</b>  |
| Victim aid Berlin, helpdesk for victims of crime | <b>395 28 67</b>       |
| White ring                                       | <b>833 70 60</b>       |
| Victims helpline                                 | <b>01803- 34 34 34</b> |

### **Lost and Found**

|  |                       |
|--|-----------------------|
| BVG lost property office, Potsdamer Str. 182 | <b>25 62 30 40</b>    |
| Lost property office Deutsche Bahn AG        | <b>01805 99 05 99</b> |
| Central lost property office                 |                       |
| Platz der Luftbrücke 6                       | <b>75 60-0</b>        |

**Willkommen in Berlin**  
**Welcome to Berlin**

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