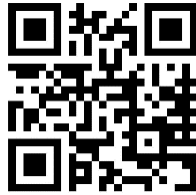


For daily updates on the following topics, visit [www.berlin.de/ukraine](http://www.berlin.de/ukraine)  
or call the hotline of the state of Berlin: 030 / 90127127



- Important information for refugees from Ukraine arriving in Berlin.
- How you can help people in Ukraine and refugees in Berlin now.
- FAQ: Frequently asked questions for refugees from Ukraine and volunteers.

## Initial information for refugees from Ukraine

Information status: 23th of June 2022

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## Residence and visas in Germany

As a Ukrainian citizen, you can stay in Germany for up to 90 days with a passport and Schengen visa. You can travel from Berlin to other federal states, receive accommodation and medical care there, register and apply for benefits.

## Accommodation

If you need accommodation or medical care in Berlin, please contact the Ukraine Arrival Centre (Ukraine Ankunftszentrum, UA) in Tegel at the address Tegel Airport (TXL Airport), Terminal B, Saatwinkler Damm, 13405 Berlin. The Ukraine Arrival Centre is open around the clock. If there is a family connection (first-degree relatives) or social connection (e.g. queer family of choice) to Berlin, but they cannot take you in, you can apply to stay in Berlin. For all other persons, a distribution to the federal territory will take place within 1-2 days.

You can reach the Ukraine Arrival Centre in Tegel by public transport via the station "Tegel Flughafen". As a Ukrainian refugee, you may use all buses, S-Bahn and U-Bahn trains in Berlin free of charge. Shuttle transport is offered from the main train station to the arrival centre.

For the latest information, please visit [www.berlin.de/ukraine](http://www.berlin.de/ukraine)

## **Applying for a residence permit at the State Office for Immigration (Landesamt für Einwanderung, LEA)**

If you are allowed to stay in Berlin after registering at the arrival centre, you must apply for a residence title. The application can ONLY be made via the online portal of the State Office for Immigration (website LEA: <https://www.berlin.de/einwanderung/>). The following persons can apply for a residence permit according to §24 Residence Act (AufenthG):

- People with Ukrainian citizenship who have fled Ukraine as of 24.02.2022. They need an official document proving their identity.
- Third-country nationals and stateless persons who were recognised as refugees in Ukraine or had another international or national protection status and left Ukraine as of 24.02.2022.
- The nuclear family of the above-mentioned groups, if they have already lived together in Ukraine. The nuclear family consists of spouses and minor children or the parents of minor children. The citizenship of the family is irrelevant.
- Third-country nationals and stateless persons who had a permanent residence permit in Ukraine and who have no possibility to return safely to their country of origin.

After submitting your data, you will be shown a PDF document as confirmation of your application. This document (the so-called fictitious certificate) first serves as proof of your regular residence in Germany (also at the Social Welfare Office or the Job Center when applying for benefits) and certifies that you are entitled to take up any gainful employment. Later, the LEA will send you an appointment for a personal visit to the e-mail address given in the online application. Therefore, please check your e-mails and spam folder regularly. Which documents you need to bring to the appointment and further information on the subject of residence permits can be found here: <https://service.berlin.de/dienstleistung/330875>

## Entitlement to benefits

### Social welfare office

As a refugee from Ukraine, you can apply for benefits under the Asylum Seekers' Benefits Act (AsylbLG) at the social welfare office in your district if you are destitute or in need. If you have already received a residence title from the LEA (State Office for Immigration) or a white or green fictitious certificate, the Job Centre is responsible for you. Not, however, if you have only received a fictitious certificate online that you had to print out yourself. In that case, the Social Welfare Office is still responsible for you.

The Social Welfare Office is also still responsible for you if you have a residence permit and are already retired or cannot work permanently for health reasons.

The benefit amount is 364 euros for single adults and in addition reasonable actual expenses for the costs of accommodation. You can already download the application form for benefits under the AsylbLG online and bring it filled out.

### Amt für Soziales (Social welfare office Lichtenberg)

<b>Adress:</b>	<b>Office Hours</b>
Bezirksamt Lichtenberg  Amt für Soziales Alt-Friedrichsfelde 60 10315 Berlin	Tuesday and Thursday 09 a, 12 am  Mail: Email: <a href="mailto:asyl.ukraine@lichtenberg.berlin.de">asyl.ukraine@lichtenberg.berlin.de</a>  <u>Special office hours for refugees from Ukraine:</u> Monday 09 am-12 am

If you do not live in Lichtenberg, you can find more information about the authority responsible for you here: <https://service.berlin.de/dienstleistung/324475/>

### Job Centre (Jobcenter)

If you have already received a residence title from the LEA (Land Office for Immigration) or a white or green fictitious certificate, the Job Centre is responsible for you. You can then apply for subsistence benefits (incl. health insurance).

The benefit amount is 449 euros for single adults plus reasonable actual expenses for accommodation costs. You can already [download the application form](#) for benefits at the Job Centre online and bring it with you filled out. You must provide information about your health insurance when you move to the Job Centre (JC) and apply for unemployment benefit II. If you do not (cannot) provide any information, you will automatically be assigned to a health insurance fund. However, you can change your health insurance fund on your own afterwards. Furthermore, you will need the following documents for an application:

- Copies of all passports of your family
- Copies of all residence titles / fictitious certificates of your family
- Completed application form with signature
- (Do you already have a customer number with the Employment Agency? Please be sure to enter this customer number)
- If available:
- Copy of the last notification of your previous asylum seeker benefits or transitional letter from the AsylbLG
- Bank account details (Please open a German bank account)

### Jobcenter Lichtenberg

If your address is in Lichtenberg, the Jobcenter Lichtenberg is responsible for you. In other districts, the respective job centres of the district are responsible for you.

Adresse:	Sprechzeiten
Jobcenter Lichtenberg  Gotlindestr. 93 10365 Berlin	Phone: 030 5555 88 2222  <a href="#">Online-Appointments</a>  Website of the Jobcenter Lichtenberg: <a href="https://www.berlin.de/jobcenter-lichtenberg/">https://www.berlin.de/jobcenter-lichtenberg/</a>

### Requesting a bank account

If you do not yet have a bank account, you will receive your benefits in cash at the first appointment at the district cashier's office or the money will be transferred to the account of the person accompanying you. You will discuss more details with your caseworker at the Social Services Office. To open your own account, a so-called "basic account", you can go to any bank. Pay attention to the

account maintenance fees - these vary greatly from bank to bank for a so-called "basic account" (Basis-Konto). Every consumer is entitled to a payment account with basic functions (basic account7 Basis-Konto), including homeless people, asylum seekers and tolerated persons. Sometimes there are problems if they only have a Ukrainian identity card, which cannot read the data on it. Ask your bank what documents it requires to set up a basic account.

### Registering your place of residence

If you are staying privately in Berlin (with acquaintances, for subletting, in a hotel, etc.) and will be living there for the next time, you should register in Berlin. As of Monday (28.03.), the citizen center (Bürgerämter ) in the respective district of residence are responsible. In Lichtenberg, Bürgeramt 1 in Hohenschönhausen, Egon-Erwin-Kisch-Straße 106, has been chosen for this purpose.

To register, you need to present proof of identity (passport, ID card), a confirmation of move-in from the landlord/landlady and a completed [registration form](#) (PDF). If a berlinpass is required, a passport photo is also required. Daily appointments will be made on site for the registration.

Adress	Office Hours
Bezirksamt Lichtenberg Bürgeramt 1 Egon-Erwin-Kisch-Straße 106 13059 Berlin-Hohenschönhausen	Monday 07.30 am to 03.30 pm
	Tuesday 10.00 am to 06.00 pm
	Wednesday 07.30 am to 02.00 pm
	Thursday 10.00 am to 06.00 pm
	Friday 07.30 am to 01.00 pm

Once you have registered, you will receive a confirmation of registration - this is required in order to open a bank account, for example.

**Attention:** There is currently a housing shortage in Berlin: There are hardly any vacant flats an apartments and competition on the housing market is high. Finding your own flat in the short term is very unlikely.

### Counseling in Russian Language in Lichtenberg

The district office of Lichtenberg supports a meeting place for Russian-speaking citizens and Russian-Germans by Club Dialog and Wir.de. Here you can get competent advice on arriving in Berlin.

Adress	Office Hours
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Club Dialog Beratung s/o Kiez for Kids Wartiner Str. 75, 13057 Berlin	Wednesday 9:30 am - 12:30 am Samstag: 9:30 am - 12:30 am  Also, once a month Friday by appointment.  Contact: Phone: 01525/8433573 Whatsapp: 0152/ 58 43 35 73 Mail: <a href="mailto:beratung@r-lichtenberg.de">beratung@r-lichtenberg.de</a>
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### Health care

When you apply for benefits at the Social Welfare Office, they will also apply for health insurance for you at the same time. You will receive your electronic **health insurance card** by post after some time.

As of 01.06. you have access to the statutory health insurance (gesetzlichen Krankenkassen, GKV) of the Federal Republic of Germany if you have an entry in the Central Register of Foreigners (Ausländerzentralregister, AZR) and a residence permit or a formal fictitious certificate. You must choose your health insurance yourself, allocation is not automatic. The differences between the statutory health insurance funds are marginal.

If you need a doctor beforehand, you can find a list of over 500 medical practices that have agreed to provide refugees from Ukraine with medical and psychotherapeutic treatment free of charge for the time being on the following website of the Association of Statutory Health Insurance Physicians: <https://www.kvberlin.de/fuer-patienten/ukraine>.

You can filter by district. For Lichtenberg, general practitioners, paediatricians, gynaecologists and psychotherapists can be found.

**Kinder- und Jugendgesundheitsdienst (KJGD)** Lichtenberg generally also offers consultation hours for uninsured children and adolescents.

Adress	Office Hours
Bezirksamt Lichtenberg von Berlin KJGD Lichtenberg Alfred-Kowalke-Str. 24 10315 Berlin	Thursday 13-16:30 Uhr appointments for counselling Mrs. Galiner: (030) 90296-4915 or Mrs. Straszewski: (030) 90296-4940

However, **in case of emergency** you can always call 112 and order an ambulance. With the official state [Nora app](#), you can also make emergency calls in Ukrainian or Russian.

The Familienplanungszentrum Balance (Balance family planning centre) based in Lichtenberg offers free gynaecological care, psychological and social counselling for refugee women and girls from Ukraine.

Adress	Office Hours
Familienplanungszentrum Balance Mauritiuskirchstraße 3 10365 Berlin-Lichtenberg	Medical-Gynaecological Care Mondays 12 am -03 pm. Psychological counselling Mondays 12 am - 05 pm Social counselling Mondays 10 am-05 pm  Appointment Phone: 30 236 236 80 Mail: <a href="mailto:balance@fpz-berlin.de">balance@fpz-berlin.de</a>

Refugees with disabilities can apply for necessary aids and therapies. The central point of contact is the Berliner Zentrum für Selbstbestimmtes Leben e.V. (Berlin Centre for Self-Determined Living). ([www.bzsl.de](http://www.bzsl.de))

### Daycare and School

A medical examination by the KJGD is required before admission to the daycare center or school! Please send registrations and inquiries and appointment requests by mail to [kjgd.ukraine@lichtenberg.berlin.de](mailto:kjgd.ukraine@lichtenberg.berlin.de).

Children can only attend a daycare center or school if they have been vaccinated against measles. Both pediatricians and the KJGD perform these vaccinations. To register with the KJGD for a measles vaccination, please include your name, age, address and, if possible, a telephone number in the mail. For daycare, to be vaccinated against measles is mandatory. For school enrolment, it is possible to catch up on the vaccination at a later date.

### **Daycare**

If you want to give your child/children in Daycare, then you can apply for a Daycare-voucher (care max. 7 hours) under: [Juginfo@lichtenberg.berlin.de](mailto:Juginfo@lichtenberg.berlin.de) or in the Family Office, Mail: [info@familienbuero-lichtenberg.de](mailto:info@familienbuero-lichtenberg.de) (Tel.: 030 90296 7080).

The daycare voucher does not necessarily mean that you will actually receive a daycare place, but it is a prerequisite for the admission of your child. Please ask in the surrounding daycare centers for free places.

### School

Your children have an entitlement have a place at a public school. As soon as you have a fictitious certificate (Fiktionsbescheinigung) or a residence status, your child is obliged to attend

school in Germany. The registration for this takes place at the school office (Schulamt) in your district. As a rule, your children will attend a welcome class (Willkommensklasse) or, if necessary, be integrated directly into an regular school class. Here is the contact for Lichtenberg.

Adress	Office Hours
Bezirksamt Lichtenberg von Berlin Schul- und Sportamt Alt-Friedrichsfelde 60 10315 Berlin	Monday to Friday 09am - 03pm appointments for counselling are possible. Please contact Mail: <a href="mailto:jennifer.moecks@lichtenberg.berlin.de">jennifer.moecks@lichtenberg.berlin.de</a> , Phone 030/ 90296-3846

### Training and work

If you have received a residence permit according to §24 of the Residence Act (AufenthG), you can take up gainful employment. If you need certificates for this, you can have your certificates and degrees recognized in Germany. This association supports you in your native language:

Adress	Office Hours
Club Dialog e.V. Projekt Fahrplan - Anerkennung beruflicher Abschlüsse. Lindower Str. 18 13347 Berlin-Wedding	Monday to Friday 10 am - 15 pm  Phone 030/26 34 76 05 Mail: <a href="mailto:anerkennung@club-dialog.de">anerkennung@club-dialog.de</a>

### Counseling and initial support for Jewish refugees

The Jewish Community of Berlin has set up an initial reception center for all Jewish refugees from Ukraine in its community center. Jewish refugees can register there and receive a kosher meal, a welcome package with relief goods, the arrangement of temporary accommodation, religious assistance and other help and support from community staff and volunteers.

Adress	Sprechzeiten
Jüdische Gemeinde zu Berlin (Jewish Community of Berlin) Gemeindehaus Fasanenstraße 79/80 10623 Berlin	dayly 08:00 am to midnight Phone: 030/ 880 28 - 0 Mail: <a href="mailto:ukraine-hilfe@jg-berlin.org">ukraine-hilfe@jg-berlin.org</a> .



### Advice on arriving in the city

The Welcome Centre provides people who are new to Berlin with a wide range of information (finding accommodation, work, sports, language courses, etc.). Questions about residence status, family reunification, etc. are also answered free of charge and in a well-founded manner:

Adress	Contact
Willkommenszentrum Potsdamer Str. 65 10785 Berlin	Mail: <a href="mailto:beratung@intmig.berlin.de">beratung@intmig.berlin.de</a> Phone 030 9017-23172 (for making appointments) Phone: (030) 9017-23126 (general questions). Office hours: Wednesday and Friday : 10 am to 12 am

### Psychotherapy counselling

The “Zentrum für Überleben” (Survival Centre) offers consultation hours for refugees from Ukraine with counselling needs in the field of psychotherapy and social counselling. Enquiries can currently be made in German and English.

Adress	Contact
Zentrum ÜBERLEBEN Turmstraße 21 10559 Berlin	Monday, 13:30-15:00 and Tuesday to Friday, 11 am-12:30 am Phone (030) 303 906-512 <a href="mailto:ukraine@ueberleben.org">ukraine@ueberleben.org</a>

Further information: <https://www.ueberleben.org/neuigkeiten/aktuelles/ukraine-angebote/>

### Learning German

Refugees from Ukraine can be admitted to an integration course by the Federal Office for Migration and Refugees (BAMF) according to § 44 Abs. 4 AufenthG, in which above all the German language is learned. For admission, the application form (No. 630.007r) must be filled out, as well as ideally an already granted residence title according to §24 AufenthG and a fictitious certificate according to § 81 Abs. 3 S. 1 i.V.m. Abs. 5 AufenthG.

If necessary, a "Certificate on an application for refugees from Ukraine for temporary protection according to §24 Residence Act" is also sufficient.

Applications must be submitted by mail only. Applications from Lichtenberg, Treptow-Köpenick and Marzahn Hellersdorf are processed at the Frankfurt/Oder branch office, Georg-Quincke-Straße 1, 15236 Frankfurt (Oder). This is where you must send your applications. Applications from all other districts are processed at the Berlin field office, Badensche Str. 23 10715 Berlin.

The BAMF recommends to search for a free course place via the BAMF-Navi:

<https://bamf-navi.bamf.de/de/>

### Unaccompanied minors - reception, accommodation and initial care

Unaccompanied minor refugees who arrive in Berlin without parents or a person with parental authority should report to the Initial Reception and Clearing Centre immediately after arrival. There, the immediate reception and accommodation will be organised.

Adress	Contact
Address Contact Initial Reception and Clearing Centre (EAC) Prinzregentenstraße 24, 10715 Berlin  U7 / U9 / Bus 143 (Berliner Straße)	Phone.: 030 / 818608-3110 Open 24 hours

[www.fsd-stiftung.de/kinder-und-jugendliche/erstaufnahme-und-clearingstelle](http://www.fsd-stiftung.de/kinder-und-jugendliche/erstaufnahme-und-clearingstelle)

### For volunteers

If you would like to volunteer to help refugees from Ukraine, contact the Lichtenberg volunteer agency Oskar.

<u>Adress</u>	<u>Office Hours</u>
oskar   freiwilligenagentur lichtenberg Weitlingstr. 89 10317 Berlin	Phone 030 - 746 858 740 Fax 030 - 746 858 749  You can usually reach us by phone on weekdays at 10 am to 05 pm



### Integration Team, Lichtenberg District Office

The Lichtenberg District Integration Office provided this information. If you have any further questions, please feel free to contact the Team Integration Lichtenberg, Mail: [Integration@lichtenberg.berlin.de](mailto:Integration@lichtenberg.berlin.de) or to the Coordination for Refugees from Ukraine Ms Zhanna Kramer, Mail [Zhanna.Kramer@lichtenberg.berlin.de](mailto:Zhanna.Kramer@lichtenberg.berlin.de)



Under the QR code on the right you will find the latest information from the district on services for refugees from Ukraine and volunteers.