

Neu in Dormagen

Ein Wegweiser für Flüchtlinge

Englisch

Einkaufen



Arzt

Kindergarten



Schule

Sprache



Kochen



www.integreat-app.de

Ministerium für Arbeit,
Integration und Soziales
des Landes Nordrhein-Westfalen



Dormagen



Mittendrin : Im Leben

1. Introduction

Welcome to Dormagen. We are sure you have a lot of questions about living in Germany and life in Dormagen. In this brochure, we would like to give you a few tips which should make your first days in a foreign town easier. We hope you can integrate well into your new life and will do everything we can to support you if you have any questions.

We will handle your questions and concerns during our opening hours:

Neues Rathaus (New Town Hall)

Paul-Wierich Platz 2

41539 Dormagen

Monday, Tuesday, Wednesday, Friday 08.30 to 12.00

Thursday 14.00 to 18.00

2. What happens after your arrival in Dormagen

The first step on arrival in Dormagen is registration. For this, you will need the certificate of registration as an asylum seeker, and your identification documents, if available. You will receive a confirmation of registration, which you should keep safely and show if required. Once you are registered, the caretaker will bring you and your luggage to your accommodation. Under normal circumstances, you will share the dormitory, kitchen and bathroom with other refugees.

We will do what we can to accommodate you with refugees from your own country. However, this is not always possible. We ask you to understand this.

3. Will I get my own apartment? When?

Moving to your own apartment is only possible when a decision has been made about your asylum application, and you have a Residence Permit. Once you have Residence, you will no longer receive money under the Asylum Service Act, rather the Social Services Act II. Once you have your Residence Permit in writing and a concrete offer of accommodation, you must arrange an appointment at the Job Centre. Moving home is only possible with the agreement of the Job Centre.

4. House Regulations in Germany

In Germany, there are **Quiet Times**, when no loud music should be played, or celebrations held. Children must also be encouraged to play quietly. Loud renovation work, such as drilling, is also not permitted.

These times are 13.00 to 15.00 daily and after 22.00.

Also, in Germany it is not usual to keep rubbish in your room or by your front door. Rubbish should be brought outside to the public bins every day.

The hallways, stairways and your own room/apartment should always be kept clean and tidy.

5. Shopping vouchers

On the day of your arrival, you will receive a voucher for groceries. When the voucher has been redeemed and you need more groceries, you can approach the Social Services Office and get a new groceries voucher. The voucher can be redeemed at the following locations, for example:

Groceries:

Aldi Centre:	Unter den Hecken 2, 41539 Dormagen
Aldi Hackenbroich:	Ahrweg 1, 41540 Dormagen
Aldi Horrem:	Mathias-Giesen-Str. 20, 41540 Dormagen
Aldi Nievenheim:	An der Sausweide 1, 41542 Dormagen
Netto Marken Discount:	Hackhauserstr. 70, 41540 Dormagen-Hackenbroich
Netto Marken Discounter:	Hackhauserstr. 70, 41540 Dormagen-Hackenbroich
Netto Marken Discounter:	Kölner Str. 138, 41539 Dormagen
Edeka Stürzelberg:	Am Weißen Stein 1, 41541 Dormagen

Other stores may accept the vouchers. Please check before shopping!

6. Appointments for applications

You will receive an appointment date for your application at the Social Services Office by post. It is important to keep this appointment, as we will try to organise an interpreter for this date. Without this application, you will not receive any money. It is, therefore, absolutely vital that you attend. Please bring all the paperwork you have with you.

7. When will I receive cash? How do I set up a bank account?

For organisational reasons, you will only receive a goods voucher at the start. After your application at the Social Services Office (up to 4 weeks after arrival in Dormagen), and setup of an account, money for the whole month will be transferred on the 1st of every month. If you are not able to set up an account because of missing paperwork, it is possible to receive a cheque on the 1st of every month, which you can collect in the Town Hall after arranging an appointment with the Social Services Office. You can then go to a bank with this cheque and get cash for the current month.

8. Where can I go if I am ill?

If you or your child is ill, please go to the New Town Hall during opening hours to the Social Services Office on the 1st Floor.

You will get a Health Insurance Certificate there. You can go to a doctor with this Health Insurance Certificate. Show this certificate and your ID to the doctor. Ideally, bring an interpreter with you, so that you and the doctor can discuss your health problem.

If you are prescribed any medication, you must pay for this medication using your own money.

If you need to see a specialist, you will need a referral from a General Practitioner. This will be issued by the first doctor you visited. You do not need a new Health Insurance Certificate.

If you are ill at a weekend or outside the New Town Hall opening hours, you can use the emergency practice in **urgent** cases.

Medical Emergency Practice Dormagen, Elsa-Brändström-Strasse 17, 41540 Dormagen, Telephone: 02133-269595.

In an emergency, you can call an ambulance by calling the **emergency number 112**. You will find the Dormagen hospital in 41540 Dormagen, Dr.-Geldmacher-Strasse 20.

Here are some addresses for doctors:

[31AllgeAllgeme](#)

9. General Practitioners

Dr. Jürgen Barghoorn
Kurt-Tucholsky-Str. 5
41539 Dormagen-Nord
(02133) 21 05 55

Ostermann-Myrau Robert Dr.
Kölner Str. 30
41539 Dormagen-Mitte
(02133) 50 25 50

Golücke Annette Dr.
Ulmenallee 2B
41540 Dormagen-Horrem
(02133) 4 64 64

Reimer
Krefelder Str. 3
41539 Dormagen-Mitte
(02133) 47 00 65

Barghoorn Dr.med.
Am Norfbach 52
41542 Dormagen-Nievenheim
(02133) 9 18 32

Özburn Atila
Kurt-Tucholsky-Str. 5
41539 Dormagen-Nord
(02133) 21 05 54

Doctors for children / young people

Benek Bettina
Krefelder Str. 51
41539 Dormagen-Mitte
(02133) 21 02 87

Tralle Katja Dr. med
Krefelder Str. 5
41539 Dormagen-Mitte
(02133) 4 07 02

10 How and where can I register my child at a kindergarten?

Please go to your local kindergarten. You can register your child there. There may not always be a place available, so we recommend you register your child in several kindergartens. You will receive confirmation in writing if a place is available.

You will find a list of the kindergartens in Dormagen here:

DISTRICT DORMAGEN - CENTRE:

Kita der Dormagener Sozialdienst gGmbH

“Große Flohkiste“
Nettergasse 37a
41539 Dormagen

Manager: Mrs Gisa

Tel.: 02133 / 46256

Fax: 02133 / 530360

Email: kita-flohkiste@dormagener-sozialdienst.de

Kita der Dormagener Sozialdienst gGmbH

“Kleine Flohkiste“
Stettiner Str. 8-10
41539 Dormagen

Manager: Mrs Gisa

Tel.: 02133 / 9798678 or. 76

Mail: kita-kleineflohkiste@dormagener-sozialdienst.de

Kita und Familienzentrum des Caritasverbandes

Unter den Hecken 44
41539 Dormagen

Manager: Mrs Kemmerling

Tel.: 02133 / 2500500

Fax: 02133 / 2500111 (Caritashaus)

Email: kita.dormagen@caritas-neuss.de

Kita der Elterninitiative "Rasselbande" e.V.

An der Römerziegelei C7
41539 Dormagen

Manager: Mrs Schäfer

Tel.: 02133 / 46318

Fax: 02133 / 428315

Email: rasselbande-dormagen@t-online.de

Ev. Kita und Familienzentrum

Ostpreußenallee 1
41539 Dormagen

Manager: Mrs Minning

Tel.: 02133 / 219220

Fax: 02133 / 210988 (Community office)

Email: Postfach@ev-kiga-dormagen.de

Ev. Kita und Familienzentrum

“Abenteuerland“
Schumannstraße 1 a
41539 Dormagen

Manager: Mrs Minning

Tel.: 02133 / 244679

Fax: 02133 / 215953

Mail: kita-abenteuerland-dormagen@t-online.de

DISTRICT DORMAGEN - HORREM:

1Ev. Kita

“Sonnenblume“
Heesenstraße 3
41540 Dormagen

Manager: Mrs Starke

Tel.: 02133 / 46745

Fax: 02133 / 46745

Email: kiga-horrem@t-online.de

Location: Christoph-Rensing-Schule
Knechtstedener Str. 49
41540 Dormagen

Manager: Mrs Starke

Contact : Mr Schwab

Tel.: 02133 / 2872307 or 309

Fax: 02133 / 2872308

Kath. Kita und Familienzentrum "Zur Hl. Familie"

Knechtstedener Straße 27
41540 Dormagen

Manager: Mrs Kuster

Tel.: 02133 / 3136

Fax: 02133 / 538137

Email: kita-hl-familie@gmx.de

Städt. Kita und Familienzentrum

“Rappelkiste“
Fichtenweg 14
41540 Dormagen

Manager: Mrs Tyburski

Tel.: 02133 / 49785

Fax: 02133 / 267963

Email: kita.fichtenweg@stadt-dormagen.de

DISTRICT DORMAGEN - RHEINFELD:

Städt. Kita "Farbenplanet"

Location: "Haus der Farben"
Walhovener Straße 65a
41539 Dormagen

Manager: Mrs Preisler

Tel.: 02133 / 215613

Fax: 02133 / 9749696

Email: kita.walhovener-str@stadt-dormagen.de

Location: Regenbogenschule
In der Au 5
41539 Dormagen

Manager: Mrs Preisler

DISTRICT DORMAGEN - ZONS:

Ev. Kita "Arche Noah"

Hebbelstraße 3
41541 Dormagen

Manager: Mrs Jennert

Tel.: 02133 / 44959

Email: kita.zons@arcor.de

Kath. Kita "St. Martinus"

Herenweg 9
41541 Dormagen

Manager: Mrs Hoffmann

Tel.: 02133 / 3457

Fax: 02133 / 3457

Email: martinuskita.zons@web.de

DISTRICT DORMAGEN - STÜRZELBERG:

Kath. Kita "St. Aloysius"

"Blumenwiese"
Himmelgeister Straße 37
41541 Dormagen

Manager: Mrs Hart

Tel.: 02133 / 70433

Fax: 02133 / 70735 (Church office)

Email: kita-st-aloysius@dormagen-nord.de

Ev. Kita

"Schatzkiste"
Paul-Huisgen-Straße 49
41541 Dormagen

Manager: Mrs Hofmann

Tel.: 02133 / 73148

Fax: 02133 / 73148

Email: ev.kita-dieschatzkiste@t-online.de

Städt. integrative Kita

Roßlenbroichstraße 49
41541 Dormagen

Manager: Mrs Schmidt

Tel.: 02133 / 227320

Fax: 02133 / 532972

Email: integrativekita@stadt-dormagen.de

DISTRICT DORMAGEN – DELRATH:

Kath. Kita und Familienzentrum "St. Gabriel"

Albert-Schweitzer-Straße 13
41542 Dormagen

Manager: Mrs Hingst

Tel.: 02133 / 70007

Fax: 02133 / 539808

Email: kita-st-gabriel@dormagen-nord.de

Kita "Bunte Wolke"

Location: "Bunte Wolke" im Lernhaus
Henri-Dunantstr. 2
41542 Dormagen

Manager: Mrs Schiefer

Tel.: 02133/5023923

Fax: 02133 / 533213

Location: "Villa Bunte Wolke"
Gabrielstr. 6

Manager: Mrs Schiefer

41542 Dormagen

Tel.: 02133 / 72470
Fax: 02133 / 533213
Email: kita.gabrielstr@stadt-dormagen.de

DISTRICT DORMAGEN - NIEVENHEIM:

Kita des Caritasverbandes
Conrad-Schlaun-Straße 22
41542 Dormagen

Manager: Mrs Brandner
Tel.: 02133 / 92705
Email: kita.nievenheim@caritas-neuss.de

Ev. Kita
An der Dinkbank 5
41542 Dormagen

Manager: Mrs Linck
Tel.: 02133 / 9666
Fax: 02133 / 929334
Email: anderdinkbank@kita-noni.de

Ev. Kita
Neusser Str. 13
41542 Dormagen

Manager: Mrs Kempis
Tel.: 02133 / 92012
Fax: 02133 929390
Email: neusserstrasse@kita-noni.de

Städt. Kita und Familienzentrum
"Krümelkiste"
Dantestraße 2
41542 Dormagen

Manager: Mrs Wetzel
Tel.: 02133 / 90341
Fax: 02133 / 268342
Email: kita.dantestr@stadt-dormagen.de

Städt. integrative Kita
Salvatorstraße 9a
41542 Dormagen

Manager: Mrs Prast
Tel.: 02133 / 91212
Fax: 02133 / 91212
Email: heilpaedagogischekita@stadt-dormagen.de

DISTRICT DORMAGEN - GOHR:

Kath. Kita "St. Odilia"
Kirchbergweg 1
41542 Dormagen

Manager: Mrs Lampenscherf
Tel.: 02182 / 885021
Fax: 02182 / 5712913
Email: kita-st-odilia@dormagen-nord.de

DISTRICT DORMAGEN - STRABERG:

Kath. Kita "St. Agatha"
Kronenpützchen 20
41542 Dormagen

Manager: Mrs Fuhr
Tel.: 02133 / 80000
Fax: 02133 / 238628
Email: kita-st-agatha@dormagen-nord.de

DISTRICT DORMAGEN - DELHOVEN:

Kath. Kita "St Josef"
Josef-Steins-Straße 39
41540 Dormagen

Manager: Mrs Reimann
Tel.: 02133 / 80494

Fax: 02133 / 973323
Email: kita-st-josef@dormagen-nord.de

Kita der Elterninitiative
"Der Waldkindergarten Dormagen e.V. est. 1995"
Tannenbusch
41540 Dormagen

Manager: Mrs Wego
Tel.: 02133 / 826010
Email: flinke_eichhoernchen@gmx.de

TfK "Waldkindertagesstätte Knechtsteden e.V."
Kloster Knechtsteden 13a
41540 Dormagen

Manager: Mr Ostermann
Tel.: 02133 / 534057 + 0172-2170350
Fax: 02133 / 534057
leitung@waldkita-knechtsteden.de

DISTRICT DORMAGEN - HACKENBROICH:

Kath. TfK und Familienzentrum "St. Katharina"
Am Burggraben 6
41540 Dormagen

Manager: Mrs Jungbeck
Tel.: 02133 / 60419
Fax: 02133 / 633216
Email: kita-st-katharina@st-michael-dormagen.de

Ev. TfK und Familienzentrum Am Chorbusch -
Haus für soziale Kompetenz
"Villa Kunterbunt"
Hackhauser Str. 69
41540 Dormagen

Manager: Mr Prill
Tel.: 02133 / 6884
Fax: 02133 / 6884
Email: evkitahackhauser@t-online.de

Ev. Kita und Familienzentrum am Chorbusch -
Haus für soziale Kompetenz
"Die kleinen Strolche"
Hackhauser Str. 65 b
41540 Dormagen

Manager: Mr Guderjahn
Tel.: 02133 / 62116
Fax: 02133 / 977636
Email: KleineStrolche@arcor.de

Städt. TfK "Am Zauberwald"
Location: Christoph-Hufeland-Str. 14
41540 Dormagen

Manager: Mrs Bintig-Schilawa
Tel.: 02133 / 269065
Email: kita.christoph-hufeland-str@stadt-dormagen.de

Location: Nahestr. 20
41540 Dormagen

Manager: Mrs Bintig-Schilawa
Tel.: 02133 / 62370
Fax: 02133 / 977849

11. How and where can I register my child with a school?

Please arrange an appointment by telephone with the Local Integration Centre at: 02131-928-4011. The appointment you arrange will take place at 41460 Neuss, Oberstrasse 91. The child and parents must be present. Ideally, an interpreter should also be there. Please bring your identification papers, confirmation of registration and the child's reports (if available) with you.

After the appointment, your child will be allocated to a school in Dormagen.

12. Can I work?

If it involves approval or check whether a Work Permit is to be granted, then the Employment Agency is responsible. The Foreigners' Office of the City of Dormagen will be happy to give you the corresponding forms. The Foreigners' Office is located at: New Town Hall, Paul-Wierich-Platz 2, 41539 Dormagen, Ground Floor.

Overview:

Sanctioned asylum seekers: 1st - 3rd month:	No access to the employment market possible
Asylum seekers / sanctioned 4th -15th month	Work permit required – Priority review by Employment Agency Engagement of low-qualified staff in temporary employment not possible
Asylum seekers / sanctioned From the 16th month	Work permit required – Priority review not required Engagement of low-qualified staff Temporary employment possible
Asylum seekers / sanctioned From the 49th month	Work permit required, No approval, no further check of employment conditions

Important:

If you find employment, please show your employment contract immediately to the office where you receive money (Job Centre or Dormagen Council).

13. How can I learn German?

As a first step, please apply for a family pass. Then arrange an appointment for language advice at the Volkshochschule (VHS) or Adult Education Centre.

You can arrange an appointment in person on Monday, Tuesday or Wednesday from 08.00 to 12.00 at the following address: VHS Dormagen, Langemarkstr. 1-3, 41539 Dormagen.

Or ask for an appointment for language advice by telephone on 02133-257 343, 02133-257 315 or 02133-257 218.

Show your family pass at this appointment. You will be directed towards a language course depending on your prior knowledge.

As well as professional language courses, it is also possible to learn your first German words with the help of volunteers. You will find these helpers in the "Grenzlos Cafés" and also via pure language assistance from volunteers.

No registration is needed. Simply go to the following addresses:

Café Grenzenlos Hackenbroich
Salm-Reifferscheidt-Allee 20, 41540 Dormagen
Every Tuesday from 15.00 to 17.00

Café Grenzenlos Horrem
Buchenstr. 7, 41540 Dormagen
Every Wednesday from 15.00 to 17.00

Café Grenzenlos Centre
Kölner Str. 36, 41540 Dormagen,
Every Thursday from 17.00 to 22.00

Café Grenzenlos Rheinfeld
Bürger-Schützen-Allee 1, 41540 Dormagen
Every Saturday from 15.00 to 17.00

Café Grenzenlos Delrath
Im Grund 10, 41542 Dormagen
Every Monday from 16.00 to 17.30

Café Grenzenlos Delrath
Johannesstr. 73, 41542 Dormagen
Every Wednesday from 10.00 to 12.30

Language support Horrem
Knechtstedener Str. 20, 41540 Dormagen
Every Monday from 10.00 to 12.00

Language support Central
Langemarkstr. 1-3, 41539 Dormagen
Every Monday from 15.00 to 16.30

Language support Rheinfeld
Bürger-Schützen-Allee 1, 41540 Dormagen
Every Tuesday from 10.30 to 12.00

German for women (with child-care)
Salm-Raifferscheidt-Allee 20, 41540 Dormagen, Mrs Meyer, Telephone 0172-8211056
Wednesday 14.00 to 16.00

Language Course Diakonie Horrem
In Mädchen Café (up the external stairs)
Knechtstedener Str. 20, 41540 Dormagen, Mrs Heuwold, Telephone 02133-43943
Monday 10.00 to 12.00

Charity language café “Neue Nachbarn“
(German in association with the VHS course!)
Unter den Hecken 44
Tuesday 10.00 to 12.00
Mrs Freibeuter, Telephone 02133-2500107

14. Where can I find inexpensive clothing and toys?

Catholic Church St. Michael Dormagen-Centre Kleiderstube Römerhaus

Catholic Priests’ office
Kölner Str. 38
41539 Dormagen (Dormagen-Centre)
Telephone: (02133) 3937

Opening hours:

Monday 16.00 to 18.00 and
Wednesday 09.00 to 11.00

Dormagener Tafel e.V.

Kölner Str. 13 (Junction Höhenberg)
41539 Dormagen
Telephone: 02133-267827

Opening hours:

Multi-person households

Monday and Thursday 11.30 to 12.50

Single person households

Wednesday: 11.00 to 11.45

Dormagen women’s room

Römerstr. 8
41539 Dormagen
Telephone: 02133-46877

Opening hours:

Monday, Friday and Saturday 10.00 – 12.00
Tuesday and Thursday 15.00 – 18.00

Hackenbroich children’s room

Dormagen Civic Hall
Salm-Reifferscheidt-Allee 20
41540 Dormagen

Opening hours:

Monday 09.00 to 12.00

Deutsches Rotes Kreuz (DRK) - German Red Cross

Knechtstedenerstr. 40
41540 Dormagen
Telephone: 02133-44440

Opening hours:

Every Wednesday from 16.00 to 18.00

Esperanza Baby Clothes for babies up to 3 years

Unter den Hecken 44

41539 Dormagen

02133/2500200

Wednesday 10.00 – 12.00

Kleiderkammer Delrath

Catholic Community St. Gabriel

Im Grund 10

41542 Dormagen-Delrath

Monday from 14.30 -16.30

Furniture:

Neuss charity shop

Schulstr. 6,

41460 Neuss

Telephone: 02131/275435

moebellager@caritas-neuss.de

Opening hours:

Monday-Friday 10.00 - 18.00

Saturday 9.30 - 12.30

Caritas-Kaufhaus Grevenbroich

Bergheimer Str. 13,

41515 Grevenbroich

Telephone 81/8199199

dieter.busch@caritas-neuss.de

Opening hours:

Monday-Friday 10.00 - 18.00

15. Where can I find a bus stop? How do the timetable and tickets work?

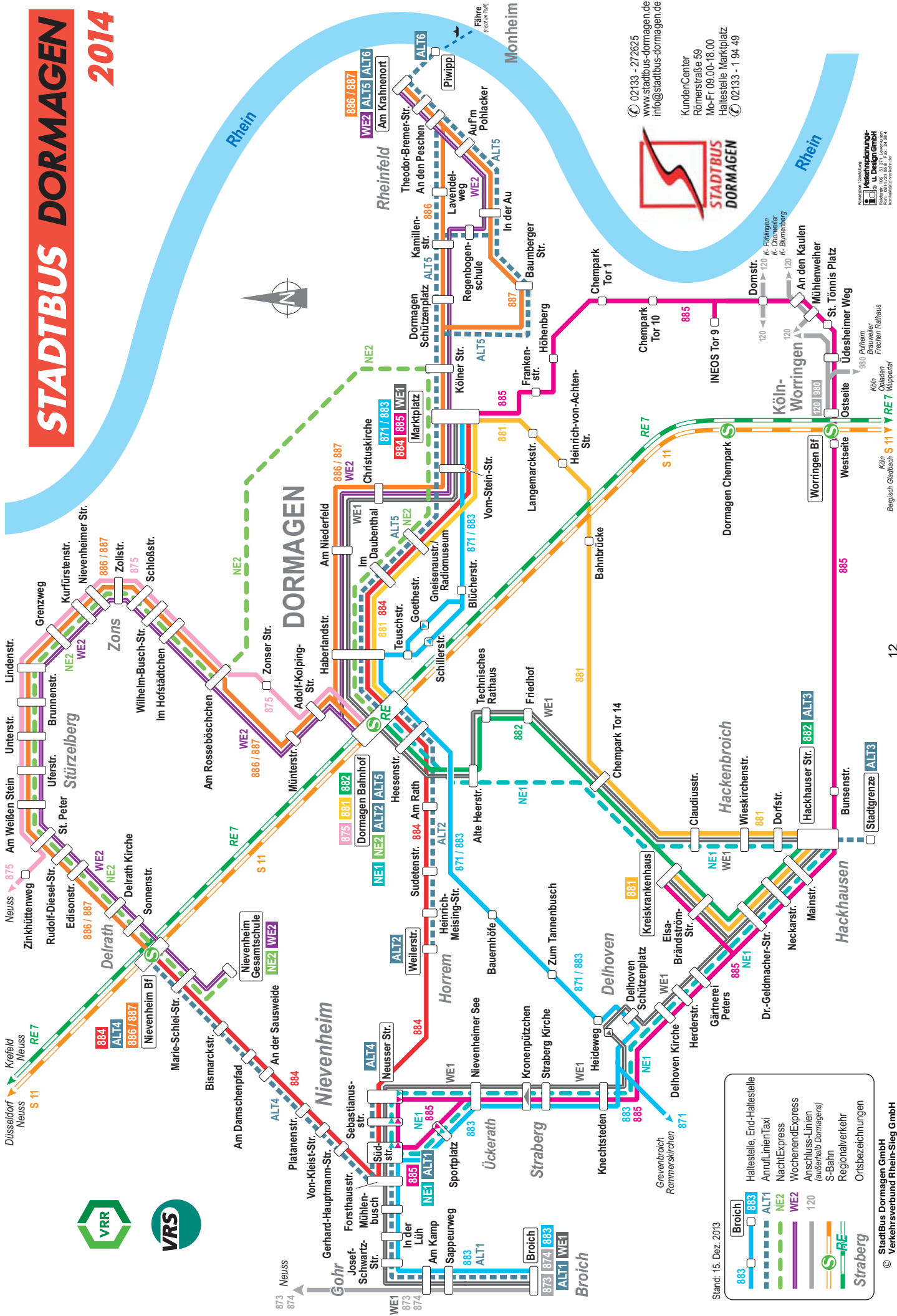
You can tell the bus stops in Dormagen by the following sign:



You can tell what lines the bus stop is on using the numbers shown. Look for the place you want to go to on the route map. Then you will know if the bus goes directly there, or if you will need to change onto another bus.

STADTBUS DORMAGEN

2014



02133 - 272625
www.stadtbus-dormagen.de
info@stadtbus-dormagen.de



KundenCenter
Römerstraße 59
Mo-Fr 09.00-18.00
Haltestelle Marktplatz
02133 - 1 94 49

Verkehrsverbund Rhein-Sieg GmbH
Rheinische Eisenbahn AG
Rheinische Eisenbahn AG
Rheinische Eisenbahn AG
Rheinische Eisenbahn AG



Stand: 15. Dez. 2013

883	Broich	Haltestelle, End-Haltestelle
883	ALT1	Anruf-Liniertaxi
NE2	NE2	NachtExpress
WE2	WE2	WochenendExpress
120	120	Anschluss-Linien (einschließlich Dormagens)
S	S	S-Bahn
RE	RE	Regionalverkehr
Straberg	Straberg	Ortsbezeichnungen

Stadtbus Dormagen GmbH
© Verkehrsverbund Rhein-Sieg GmbH

You can apply for a pass (Bearer's Ticket) for a social ticket in the Social Services Office (New Town Hall, 1st floor) any Monday, Tuesday, Wednesday or Friday between 8.30 and 10.30, or Thursday from 14.00 to 16.00 (or also in the Job Centre once you have a Work Permit). With this ID and your passport (or passport replacement) you can purchase a monthly ticket for around €31.00 at the sales locations below. You can travel within Dormagen and the whole Rhine District Neuss with this ticket. In order to travel to Cologne, Düsseldorf or other cities, you also need to buy a ticket.

If you need a student ticket for your child, you need to fill in an order form either in the Kundencenter (Customer Service Centre - Willy-Brandt-Platz, Dormagen) or in the Schulamt der Stadt Dormagen (Dormagen City School Office, New Town Hall, Paul-Wierich-Platz 1, 41539 Dormagen, 1st floor, Mrs Kern-Hartmann). Once your application has been checked, the student ticket will be sent to your home.

Social tickets and other tickets (not student tickets) can be bought at the following locations:

StadtBus Dormagen:	Willy-Brandt-Platz, 41539 Dormagen Mon-Fri 7.00 - 18.00. Sat 10.00-14.00
Hackenbroich: Dormagen	Kiosk Tabakbörse(Tobacconist), Auf der Au 1, 41540 Lotto/Schreibwaren (Stationery), Ruhrstr. 10, 41540 Dormagen
Horrem:	Schreibwaren (Stationery), Heesenstr. 8, 41540 Dormagen
Nievenheim:	Nievenheimer Shop, Neusser Str. 17, 41541 Dormagen
Ückerath: Dormagen	Lotto/Schreibwaren (Stationery), In Ückerath 6, 41541
Zons:	Lotto/Post, Stürzelberger Str. 33, 41541 Dormagen
Stürzelberg:	Edeka, Am Weißen Stein 1, 41540 Dormagen

16. Where can I find a mosque or church?

Telephone 02133-257517

17. Mobile phones and mobile phone contracts

In Germany, there are several mobile phone companies.

If you sign a contract with one of these companies, you are contractually tied to these companies for 2 years, with monthly charges.

So we recommend you just buy a prepaid card in a supermarket or drugstore.

These are cheaper and you can always buy credit again according to your own financial means. If necessary, you can also book an internet flat rate, which you can top up monthly for lower monthly costs.

18. Who can I turn to if I need help?

Please go to the New Town Hall during opening hours, Social Services Area, 1st floor, Mrs Freitag (02133-257 409) or Mrs Kappeler (02133-257 835). You also turn to the volunteer helpers in Café Grenzenlos if you have a concern.

19. What is a volunteer?

People who are involved in a voluntary basis in Germany offer help (with authorities, visits to doctors, language support, leisure activities etc.) without receiving any money in return.

20. Family Pass

As a refugee, you generally have a right to a Family Pass due to your low income level. This gives you a number of reductions, or free access to German language courses, music lessons, IT courses, swimming pools, theatres libraries. To get a Family Pass, you need to apply to Dormagen City Council. Please come during opening hours to the Town Hall, 2nd floor, Room 259 to Mr Deuss. Please bring your paperwork/ID with you.

21. What is a library?

You can borrow books, newspapers, CD's and DVD's from the library. The library can also provide literature in foreign languages (for example English, French, Spanish).

You will also find literature to help you learn German there.

If you show your Family Pass, you can use most services free of charge.

You will find the Dormagen library at Marktplatz 1, 41539 Dormagen

Opening hours:

Monday: 10.00-18.00

Tuesday: 10.00-20.00

Wednesday: closed

Thursday: 14.00-20.00

Friday: 10.00-18.00

Saturday: 10.00-14.00

22. Internet and W-Lan

There is free reception all around the Town Hall and in the Town Library in Dormagen. Also some accommodation has free internet access.

Accommodation which is not equipped with free wifi is likely to be equipped with this in 2016.

23. What is "Bildung und Teilhabe (BuT) - Education and Participation?"

If you are under 18 years of age (Education and Participation) or under 25 (just Education) you can apply for financial support (Application for BuT) This financial support is intended, for example, for school supplies such as exercise books, pens, sports clothes etc. as well as

excursions, school trips, fees for sports clubs, student tickets. Please register with Mrs Vogel or Mrs Ritter in the New Town Hall.

24. You received a letter from the GEZ, and you have to pay - what can you do?

Please talk to the Social Housing area about the letter from the GEZ. As an asylum seeker, you are exempt from the charges. The Dormagen Council staff will make contact with the GEZ for you.

25. Leisure activities

There are a number of leisure activities in Dormagen (football, martial arts, badminton, dancing etc.). If you are interested in any of these, please talk to a voluntary helper in Café Grenzenlos and ask for some help.

In 2016, the City of Dormagen Integration Office (Hackenbroich Civic Buildings, Salm-Reifferscheid-Allee 20, 41540 Dormagen) will produce a brochure giving an overview of the clubs in Dormagen.

26. If you have questions relating to any of these subjects:

- 1. I have questions about the asylum process**
- 2. I would like to bring my family to Germany, how can I do this?**
- 3. I would like to move to another town, as I have friends or family living there**

Please register with Caritas, Unter den Hecken 44, 41540 Dormagen, Mrs Pastor Lippe for individual advice.

You can reach Mrs Pastor Lippe by telephone on 02133-2500102. She is available on Tuesdays and Thursdays from 09.00 to 12.00.

27. Leisure activities for children:

Kids and teenagers youth club "Die Rübe"

Am Rübenweg 16, 41540 Dormagen (near the sports grounds), Mr Stefan, Telephone: 0177-6724738

Monday, Tuesday, Wednesday, Friday 15.00 to 20.00

Girls' café

Knechtstedenerstr. 20, 41540 Dormagen, Mrs Mühler, Telephone: 0177-6360308

Thursday, 15.00 to 18.00

Mother and child group St. Katharina

Hackenbroich church centre

Am Burggraben 6, 41540 Dormagen, Mrs Jungbeck, Telephone 02133-60419

Wednesday 09.00 to 11.00

Games club for kids 6-11 years of age

Hackhauser Str. 50a, 41540 Dormagen, Mrs Wrazidlo, Telephone 02133-62207

Monday, Tuesday, Wednesday, Thursday 13.30 to 17.00

28 Washing - drying - mould

Please do not wash rugs in the washing machines, as they will break.
Laundry may not be hung up to dry in the rooms or the hallways. The moisture in the wet laundry can lead to a build-up of mould on the walls. Please hang your washing up on a rotary dryer in the garden, on the balcony or in the laundry cellar.

29. Important tips:

- In Germany, the water in the taps is drinking water. You can bottle it and drink it without any problem.
- In German, you can get money back (deposit) when you return your bottles. You can recognise returnable bottles by the following:



- If you would like to call the police, please call the emergency number 110
- If you would like to call the fire service, please call the number 112

Die Erstellung des Wegweisers wurde durch das Förderprogramm des Landes Nordrhein-Westfalen (Ministerium für Arbeit, Integration und Soziales) „Zusammenkommen und verstehen“ gefördert

Ministerium für Arbeit,
Integration und Soziales
des Landes Nordrhein-Westfalen



Dormagen



Mittendrin : Im Leben

www.dormagen.de