



Guide to Emmerich am Rhein

A service for migrants

FOREWORD

Dear reader,

Arriving and getting along in a new city always requires a lot of courage and especially time. Until all the paths, persons in charge and processes are familiar you will sometimes choose the wrong direction and may feel left alone with the difficulties you might face. Every one of you can probably tell such a story of an (actually easy) answer to a question that could only be found at the end of a long way from one institution to the next. This guide is supposed to help you get an overview of the least complicated ways and makes it possible for you to just look up the answers to the most important questions. I hope this makes it easier for you to get settled and wish you a good start in Emmerich am Rhein.



Yours faithfully,

A handwritten signature in blue ink that reads "Peter Hinze". The signature is fluid and cursive, with the first name "Peter" and the last name "Hinze" clearly distinguishable.

Peter Hinze
(Mayor)

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INHALTSVERZEICHNIS

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I'M NEW HERE – WHERE DO I REGISTER?

Emmerich is a town of about 30,000 inhabitants in the region of the so called Niederrhein (Lower Rhine) and belongs to the federal state of Nordrhein-Westfalen (North Rhine-Westphalia).

When you first come to Emmerich you have to register within the first 14 days upon your arrival at the Citizens' Advice Bureau ("Bürgerbüro"). For registration your identity documents, a confirmation that you live in Emmerich (like a rental agreement) and (if you are married or have children) a certificate of marriage and/or of birth are required. In many cases a registration at the Immigration Authority ("Ausländerbehörde") in Kleve is also necessary where you can get answers to your questions about your future residence and integration courses at the same time. This is also where you apply for your residence and work permit if necessary.

The Citizens' Advice Bureau ("Bürgerbüro") also deals with applications for and questions about broadcasting fees ("Rundfunkgebühren"), identity card and passport issues, official certificates of good conduct and much more.

To help you find your way around Emmerich and to learn about possible leisure time activities you can pick up free brochures from the tourist information office.

Bürgerbüro der Stadt Emmerich am Rhein

Steinstraße 34 | 46446 Emmerich am Rhein
Phone: 02822/75-1600
Email: buergerbuero@stadt-emmerich.de

Opening hours:

Monday + Tuesday: 8.00 Uhr - 16.30 Uhr
Wednesday: 8.00 Uhr - 13.00 Uhr
Thursday: 8.00 Uhr - 18.00 Uhr
Friday: 8.00 - 13.00 Uhr
every 1st and 3rd Saturday of the month: 9.00 Uhr - 13.00 Uhr

Ausländerbehörde des Kreises Kleve

Nassauer Allee 18 | 47533 Kleve
Phone: 02821/85-194

Opening hours:

Monday, Tuesday, Thursday: 8.00 Uhr - 15.00 Uhr

HOW DO I GET AROUND?

All areas of Emmerich are linked by town buses. The so called “citizens’ buses” (Bürgerbusse) link the districts of Leegmeer and Speelberg to the city centre. Currently the price for one trip is 0,80€. For a ride to the villages around to the city centre the prices differ depending on the distance.

For some it might be possible to buy a “Social Ticket” (Sozialticket) which is valid around the clock and which currently costs 37,80€ monthly. More information about where and under which circumstances the ticket can be bought can be found under <https://www.kreis-kleve.de> under the heading “Sozialticket”.



HOW CAN I FIND SOMEWHERE TO LIVE?

There are various ways of finding a place to live:

- You can search for accommodation in the newspaper or you can place your own advertisement.
- Enquire at the local cooperative building association (“Emmericher Baugenossenschaft”). Usually you will be asked to fill out a questionnaire and then you will be provided with details of what is currently available.
- Use an estate agent: They usually ask for two months’ rent as a deposit. Ask how much it will cost you.
- Notices: details of available accommodation are sometimes posted in shops, kiosks or buildings with vacant flats.
- There are various property agencies on the internet (such as <http://www.edo-verwaltung.de>, www.immobilienscout.de, <https://www.immowelt.de>)

Emmericher Baugenossenschaft

Fährstraße 4 | 46446 Emmerich am Rhein
Phone: 02822/9140680
Email: info@ebgeg.de
www.ebgeg.de

Opening hours:

Monday: 9.00 Uhr - 12.00 Uhr
Thursday: 14.00 Uhr - 17.00 Uhr

WHO WILL HELP ME?

For almost every problem there is an available information centre. If you need help or assistance and you don't know where to go, then you should contact the corresponding information centre. Information centres provide information and do their best to support you. Advice is free and confidential.

Caritasverband Kleve e.V.

Wohnungslosenhilfe, Erziehungs-, Sucht-, Schuldner-, Sozial- und Migrations-, Flüchtlings- und Rückkehrberatung
Neuer Steinweg 26 | 46446 Emmerich am Rhein
Phone: 02822/18373

AWO Kreis Kleve

Flüchtlings- und Erwerbslosenberatung
Goebelstr. 61 | 46446 Emmerich am Rhein
Phone: 02822/6029042
Email: refugeeadvice@awo-kreiskleve.de

Frauenberatungsstelle Impuls

Neuer Steinweg 25 | 46446 Emmerich am Rhein
Phone: 02823/419171
Email: info@fb-impuls.de

Beratungsstelle des Diakonischen Werks

Schwangerschaftskonflikt-, Familien-, Lebens-, Schuldner- und Insolvenzberatung
Dederichstr. 20 | 46446 Emmerich am Rhein
Phone: 0281/156210

Beratungsstelle des Theodor-Brauer-Hauses

Integrationsberatung
Kurfürstenstr. 8 | 46446 Emmerich am Rhein
Phone: 0151/557246110 or 0151/55232887

HOW AND WHERE CAN I LEARN GERMAN?

It's often said that German is a hard language to learn. So what's the answer? In Emmerich there are various ways of learning German.

Integration courses

Integration courses offer very intensive teaching. If you have recently arrived or if you have been in Germany for only a short period or if your German isn't very good yet, you need to attend an integration course. You can also attend an integration course if you have been living in Germany for some time already and are still having difficulties with the language. More information about these courses is available from Migrant Advice Centres or from the Immigration Authority ("Ausländerbehörde"). The courses cost € 1,95 per lesson. Those on a low income may apply for a reduction or exemption from payment.

The institutions that offer integration courses in Emmerich as well as further courses and possibilities to learn German in Emmerich can be found here <http://emmerich-verbundet.de/weiterbildung/>

Other courses

The Adult education centres (VHS) offer German and other language courses at various levels and will advise you on which type of course is suitable for you. From beginners to advanced level, there's something for everyone. As well as languages, the VHS also offers courses in a wide range of subjects such as IT and computing or vocational training. At some VHS centres adults can also take their secondary school leaving examinations, college or further education entrance or school-leaving and university entrance ("Abitur") examinations.

Full details on the adult education programme can be found on the Internet: <http://www.programm.vhs-kleve.de/>. In addition the "Haus der Familie" regularly offers German courses.

Self-study in the public library

Comprehensive material for private study of the German language (such as books or education software) is accessible in the public library (see also "leisure activities" below).

Volkshochschule Kleve (with courses in Emmerich)

Haagsche Poort 25 | 47533 Kleve

Phone: 02821/72310

Email: vhs@kleve.de

www.vhs-kleve.de

Haus der Familie Emmerich

Neuer Steinweg 25 | 46446 Emmerich am Rhein

Phone: 02822/704570

Email: fbs-emmerich@bistum-muenster.de

www.hdf-emmerich.de

WHERE CAN I APPLY FOR NATURALIZATION?

If you would like to become a German citizen you can apply for naturalization. There are certain requirements to be fulfilled.

Information about naturalization is available from the naturalization office of Kreis Kleve. The opening hours are Monday, Tuesday, Thursday and Friday from 9 to 12 am and Wednesday from 9 am to 4 pm. An overview of the contact data, the required documents and information on the naturalization test can be found under <https://www.kreis-kleve.de/> under the heading of "Einbuergerung".

You can take your naturalization test at the Volkshochschule Kleve. You can call them (Tel.: 02821/723 118) to get more information on the test.

WHERE CAN I REGISTER MY CHILD FOR DAY CARE/NURSERY?

Children aged 0 to 6 years can go to a kindergarten or attend day care. Information about day care places and the corresponding contacts are available at the Youth Welfare Department of the Town Council ("Jugendamt im Rathaus") (Telephone 02822/ 75-1440). In a kindergarten the child should be enrolled directly at the institution itself, the registration for day care are effected at the Youth Welfare Department of Town Council ("Jugendamt im Rathaus"). The closing date for enrolment for the following nursery school year (starting August, 1st) is usually in the end of November of the previous year. If required a registration might also be effected in the course of the year.





WHERE CAN I REGISTER MY CHILD FOR SCHOOL?

All children between the ages of 6 and 18 in Germany must attend school. You should enroll your child at the school itself. The school principal will advise you. Contact the school administration for help in finding suitable school with regard to your child's age and abilities.

If you come from a different country your child will first have to go through a medical check at Kreis Kleve. They will then assign you a particular school where you have to enroll your child. At the primary schools in Emmerich there are two forms of childcare after lessons: "Offene Ganztagschule" and "Schule plus". You can get more information on these programs at the Town Council School Administration Department or at the school.

Schulverwaltung Stadt Emmerich am Rhein

Geistmarkt 1 | 46446 Emmerich am Rhein
Phone: 02822/75-1452

Email: schulverwaltung@stadt-emmerich.de

Holidays in North-Rhine-Westphalia:

- around Easter: 2 weeks
- in summer: 6 weeks
- in autumn: 2 weeks
- around Christmas: 2 weeks

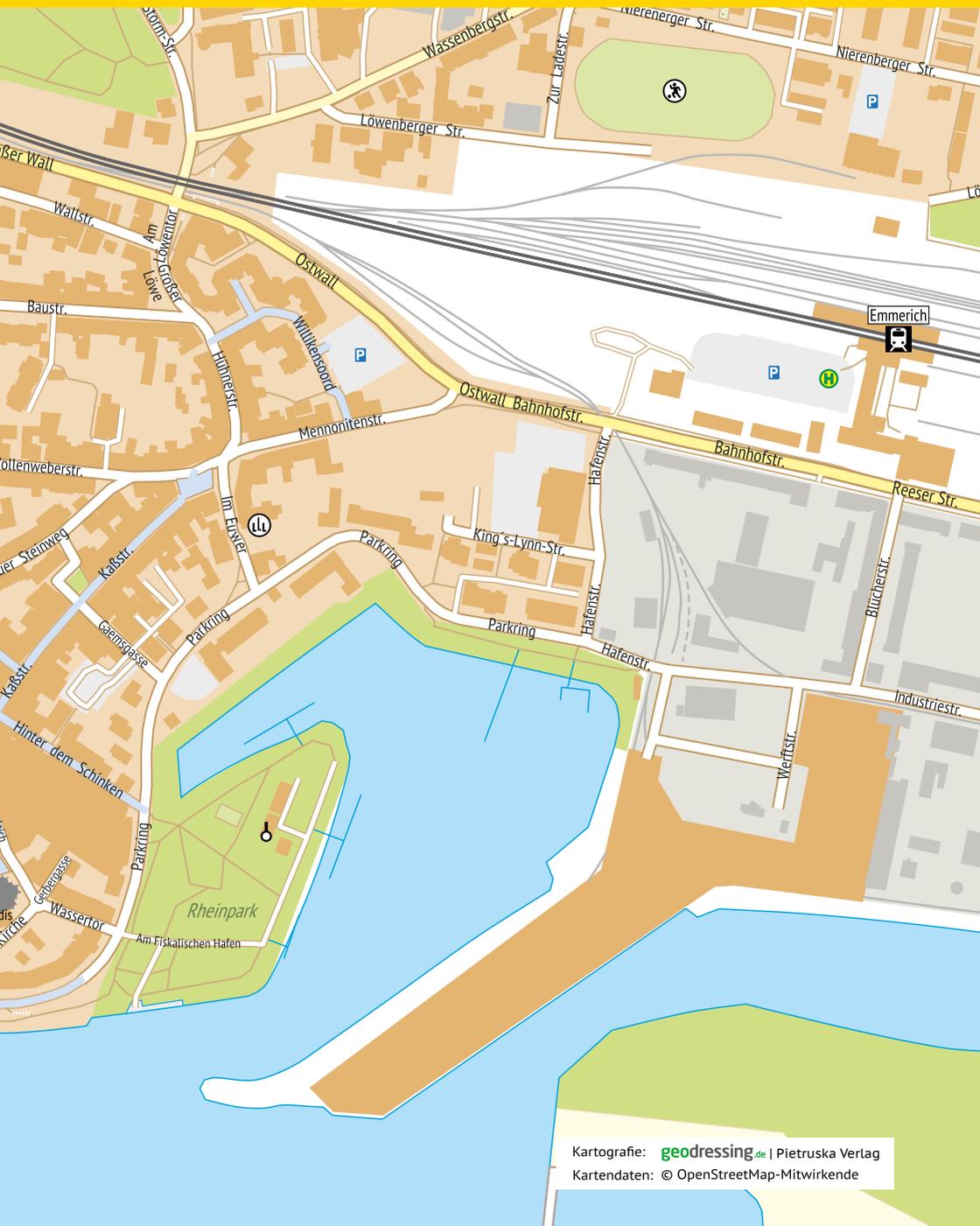
The current holiday planning is available under
http://www.schulferien.org/Kalender_mit_Ferien/Nordrhein-Westfalen.html

There are several periods of school holidays each year. Schools are closed during the holidays.



EMMERICH AM RHEIN (CITY CENTRE)

Rhein



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WHERE CAN I FIND WORK?

To get a job you need a work permit. Usually you will find that information in your permission to stay/legal status paper. In case you don't find anything there and are not sure whether you are allowed to work or not, please contact the Immigration Authority ("Ausländerbehörde"). Additionally the employer usually asks for a social security card. You can obtain it via your health insurance company or – in case you don't have any – at the service centre of the German Pension Insurance Institution ("Deutsche Rentenversicherung": Bensdorpstraße 12, 47533 Kleve, Phone 02821/584-01, Email service-zentrum.kleve@drv-rheinland.de)).

Work permit and self-employment

The Residence Act ("Aufenthaltsgesetz") determines who needs a work permit, who can be self-employed and who cannot. The Kreis Kleve Immigration Authority ("Ausländerbehörde") is responsible for dealing with applications and issuing permits.

Agentur für Arbeit (Government-run employment agency)/ Jobcenter

The Employment Agency ("Agentur für Arbeit") or the Jobcenter deals with employees as well as employers. Both help people find jobs and training places, advise employers and job-seekers, provide help to improve employment prospects and arrange vocational education and training. Anyone can use career advisory services and employment exchan-

Stadt Emmerich am Rhein | jobcenter im Kreis Kleve

Rathaus - Entrance Fährstr. | 46446 Emmerich am Rhein
Phone: 02822/75-1700
(Please fix an appointment in advance.)

ges, whether or not they have already paid unemployment insurance contributions. The advice is free.

Job searching – finding a job

Vacancies and applications for work and training can be found in the classified advertisements section of regional and national newspapers (Wednesday and Saturday editions) and also on the internet for example in the job board of the Employment Agency <https://jobboerse.arbeitsagentur.de/>

Agentur für Arbeit | Geschäftsstelle Emmerich

Normannstr. 54 | 46446 Emmerich am Rhein
Phone: 0800/4555520

Opening hours:

Monday - Wednesday: 8.00 Uhr - 12.30 Uhr
Thursday: 8:00 Uhr - 18:00 Uhr
Friday: 8:00 - 12:30 Uhr



Entrance Fährstraße - Access to the jobcenter

WHERE CAN I OBTAIN FINANCIAL ASSISTANCE?

Unemployment benefit

Unemployment benefit I provides help in case of unemployment. To be eligible for unemployment benefit a person must register as unemployed and must have paid unemployment insurance contributions for a certain time. Applications for unemployment benefit should be made to the Employment Agency ("Agentur für Arbeit").

Unemployment benefit II is paid to people who are aged between 15 and 64, are able to work, can be available to the employment market for a minimum of 3 hours per day, are in need of assistance and are permanently residing in Germany (people in need who are able to work). The institution in charge for unemployment benefit II is the Jobcenter.

Other forms of financial assistance

In Germany, people in need should however be able to lead a decent life. Everyone who is not able to use his or her own forces to ensure sufficient financial resources is thus (temporarily) assisted by the state, for example by getting unemployment benefit or other forms of social assistance. It should not only prevent poverty but also enable its recipient to live on his or her own as soon as possible.

If you have further questions concerning the different forms of support please contact the Work and Social Issues Department of the Town Council ("Fachbereich Arbeit und Soziales im Rathaus", the entrance is at Fährstraße). You can make an appointment by calling 02822/75-1700.

Housing benefit

People or households on a low income or small pension and people in receipt of unemployment benefit I who are not entitled to unemployment benefit II can apply for support with their rent. How much you will receive monthly depends for example on the number of persons in your household and on your income. Concerning this topic you will also get further information at the Work and Social Issues Department of the Town Council (see contact data above).

Child benefit

Child benefit is paid for children residing in Germany. Those on low incomes can also apply for a family allowance. Applications for child benefit and family allowances should be made to the Familienkasse North Rhine-Westphalia North in Wesel.

Agentur für Arbeit Wesel | Familienkasse

Reeser Landstraße 61

46483 Wesel

Phone: 0800/4555530

Email: Familienkasse-Nordrhein-Westfalen-Nord@arbeitsagentur.de



WHAT HAPPENS IF I GET ILL?

If you get sick and need medical attention, you should visit your General practitioner. General practitioners run a general medical practice.

If additional treatment is necessary your doctor will arrange for a referral. In some cases you can consult a specialist directly, for example a dentist, gynecologist or optician.

Doctors' practices have fixed consulting hours. To avoid lengthy waiting times it's advisable to make an appointment by telephone.

Health insurance

Health insurance is compulsory in Germany.

Health insurance provides financial assistance in case of illness or pregnancy. The insured person's husband/wife and children also qualify for benefits. A choice of health insurance schemes is available.

The health insurance company has a list of the different doctors in town.

Advice

On the website of the Kreis Kleve Health Office (www.kreis-kleve.de/de/fachbereich5/migration-und-gesundheit/) comprehensive information and helpful links concerning migration and health can be found. For instance, you will find information on their own offers and possibilities to search for doctors, pharmacies or dentists (sometimes even with the possibility to look for particular language skills).



WHERE CAN I FIND INFORMATION ON LEISURE ACTIVITIES?

Lots of leisure activities are available in Emmerich. Only a few are mentioned here. Various events take place for example at the Emmerich Theatre, the Municipal Library and in Emmerich's museums.

Information on events can be found in the "Aktueller Veranstaltungskalender", a listings guide published by Emmerich Town Council, which is available from: <https://www.emmerich.de/de/inhalt/veranstaltungen/>

Youth clubs

In Emmerich there are youth clubs which offer leisure activities and courses for children and young people in different age brackets. The youth club "Jugendcafé am Brink" is run by the Town Council itself. It has a diverse program for girls as well as boys. The entire program and the different activities are available via <http://www.am-brink.de/>

Open meetings for migrants

In addition, there are meeting points especially for newcomers from abroad that try to facilitate the process of arriving in Emmerich in the beginning. These meetings can be a starting point to get to know people from Emmerich, to train first language skills outside the class or to discover local associations and activities. More detailed information on the times, addresses and contacts are available via <http://emmerich-verbundet.de/>

Municipal library

In this library you can borrow books or improve your German skills with the help of a huge range of material to learn German as a second language. In addition, you can use four computer workstations equipped with an access to the internet and (as a member for free) a software to learn German. You can also make use of word processing and spreadsheet programs. Only if you want to print out something you have to pay 0,10 € a page. Additionally, for its visitors the library offers free wifi. More information is available via <http://www.stadtbuecherei-emmerich.de> or as a flyer (also in different languages) in the library.

Stadtbücherei Emmerich

Hinter dem Hirsch 1 | 46446 Emmerich am Rhein

Phone: 02822/75-2200 oder -2212

Email: buecherei@stadt-emmerich.de

Opening hours:

Tuesday: 12:00 Uhr - 14:00 Uhr + 15:00 Uhr - 18:00 Uhr

Wednesday: 9.30 Uhr - 12:30 Uhr

Thursday: 9.30 Uhr - 12:30 Uhr + 15:00 Uhr - 18:00 Uhr

Friday: 15:00 Uhr - 18:00 Uhr

Saturday: 9.30 Uhr - 12:30 Uhr

Sports and cultural associations

Various clubs and associations contribute to a diverse sports and cultural life. An overview of the different associations in Emmerich is available from <https://www.emmerich.de/de/inhalt/vereine/>

You can usually try out or participate in meetings or trainings of the associations once in order to get to know the group and the activity. If you want to participate regularly and become a member you normally have to pay a (small) membership fee. Especially for children and young people it might be possible to apply for cost coverage thanks to a national fund called "Bildungs- und Teilhabepaket". You can find more information on this fund via www.bmas.de under the heading "Bildung und Teilhabe".

WHO PROVIDES INFORMATION ON INTEGRATION?

Information on integration and migration to Emmerich, current projects, programmes and events can be obtained from the Integration Coordinator (“Stabsstelle Asyl und Integration”).

There are several different organizations for migrants in Emmerich that promote integration and multicultural living. To get in touch with them and obtain information about organizations for migrants, contact the Integration Council of Emmerich (“Integrationsrat”). Comprehensive information in different languages is also available from the online integration portal of the district of Kleve on www.integraton.kreis-kleve.de

Stabsstelle Asyl und Integration

Geistmarkt 1
46446 Emmerich am Rhein
Phone: 02822/75-1970
Email: Vera.Artz@stadt-emmerich.de

Integrationsrat der Stadt Emmerich am Rhein

Geistmarkt 1
46446 Emmerich am Rhein
Email: integrationsrat@stadt-emmerich.de

USEFUL TELEPHONE NUMBERS

Police	110
Fire Department	112
Ambulance Service	112
City Council Emmerich am Rhein	02822/75-0
District of Kleve	02821/85-0

The switchboard will connect you with the person you want to speak to.

Emmerich telephon numbers and adresses can be found in the Telephonedirectory (www.dasoertliche.de) and in the “Yellow Pages“.

PUBLIC HOLIDAYS

Most people do not work on public holidays. Only a few service businesses like cafés and bakers, restaurants and cinemas will normally be open.

New Year

In Germany, New Year is celebrated on the night of 31 December ("Silvesternacht"). 1 January (New Year's Day) is then a public holiday.

Easter

Easter, comprising Good Friday, Easter Sunday and Easter Monday, is the main Christian festival in Germany. Easter falls on the first Sunday after the spring full moon each year.

1 May

As in many other countries, 1 May is a public holiday to mark Labour Day.

Ascension

Ascension Day is the 40th day after Easter. Ascension Day always falls on a Thursday, nine days before Whitsun.

Whitsun

Whitsun, comprising Whit Sunday and Whit Monday, is 50 days after Easter.

Corpus Christi

The Catholic festival of Corpus Christi is celebrated in Baden-Württemberg, Bavaria, Hesse, North Rhine-Westphalia, Rhineland-Palatinate, Saarland, Saxony and Thuringia on the second Thursday after Whitsun.

3 October

3 October is the date of formal reunification of West and East Germany in 1990 and has been a national holiday ever since.

All Saints' Day

All Saints' Day is celebrated on 1 November. This Catholic festival is a public holiday in Baden-Württemberg, Bavaria, North Rhine-Westphalia, Rhineland-Palatinate and Saarland.

Christmas

Christmas is celebrated on 24, 25 and 26 December.

The morning of 24 December is the last chance for Christmas shopping.



Publisher

Stadt Emmerich am Rhein
Stabsstelle Asyl und Integration
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46446 Emmerich am Rhein

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