

Welcome to Neubrandenburg

A Guide for Women with an International Background



Hello,

I am so happy this book has found its way to you.

My name is Lila and I'm also a woman living in the city of Neubrandenburg. This book is a little guide for all the other women who live here too. Like a handbook that shows you where to find answers to your questions.

In this book, you will find information on topics like education, language, children, healthcare, housing, how to get help if you experience violence, equality, leisure activities in Neubrandenburg and much, much more. For example, in this book I will tell you where you can take a language course, how to find a place to live, what offers are available for childcare, or who you can talk to if you are in a dangerous situation. You will find all the most important terms and contacts at the end of each chapter. There are 16 topics with lots of information.



In some chapters, you will see a finger. This finger means: more information. I want to give you lots of tips so that you have a pleasant time here in Neubrandenburg. This book can help you even if you've been living here for a while already.

I made the book together with lots of women who come from different countries and now live in Neubrandenburg. These women told me what issues are important for them, what information helped them and what information they didn't have but wanted. I collected all of this together and wrote this book.

I hope this information is helpful to you.

I wish you all the best as you settle in here!

Welcome to Neubrandenburg. It's great to have you here!

Yours. Lila



Topics

History and Politics	3
Information on daily life	5
Public Authorities	9
Equality among all Genders	12
Getting Around	15
Right to Asylum	19
Language	21
Education	26
Children	31
Healthcare	34
Pregnancy	37
Discrimination	39
Help for People Experiencing Violence	40
Housing	42
Finances	44
Day Trips and Leisure Activities in Neubrandenburg	46



History and Politics

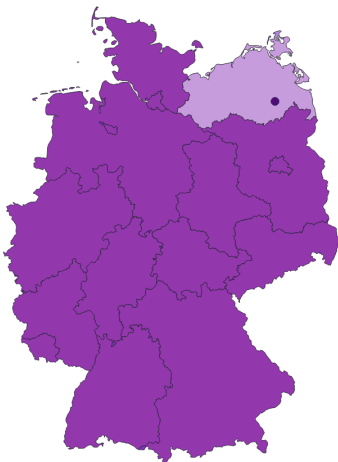


Germany

You are in the country of Germany. Germany is made up of **16 Federal States (or 'Bundesländer' in German)**. **Rules and laws** are made by either the **Federal German Government (or the 'Bund')** or by the governments of the **16 Federal States**. For example, it is the Federal Government that sets the rules on foreign policy. The Federal States make the rules on education, meaning schools and universities. Because the 16 Federal States make a lot of the rules themselves, they can react to issues that are important to them quickly. We call this **Federalism**. The rules always depend on the **ruling party**.

Mecklenburg-Vorpommern

You are in the State of Mecklenburg-Vorpommern. The State of Mecklenburg-Vorpommern has been governed **jointly by the SPD and Die Linke** since 2021. **Manuela Schwesig** is the **Prime Minister** of the State. The **State Capital** of Mecklenburg-Vorpommern is **Schwerin**. This is where the **State Government (or 'Landesregierung' in German)** and **State Parliament (or 'Landtag' in German)** are located. Mecklenburg-Vorpommern only came into being in 1990 after the **reunification** of West and East Germany. Before that, the five States we have today – Brandenburg, Mecklenburg-Vorpommern, Saxony, Saxony-Anhalt and Thuringia – together formed the **German Democratic Republic (GDR)**. Sometimes, these 5 States are also called East Germany.



Neubrandenburg

Mecklenburg-Vorpommern

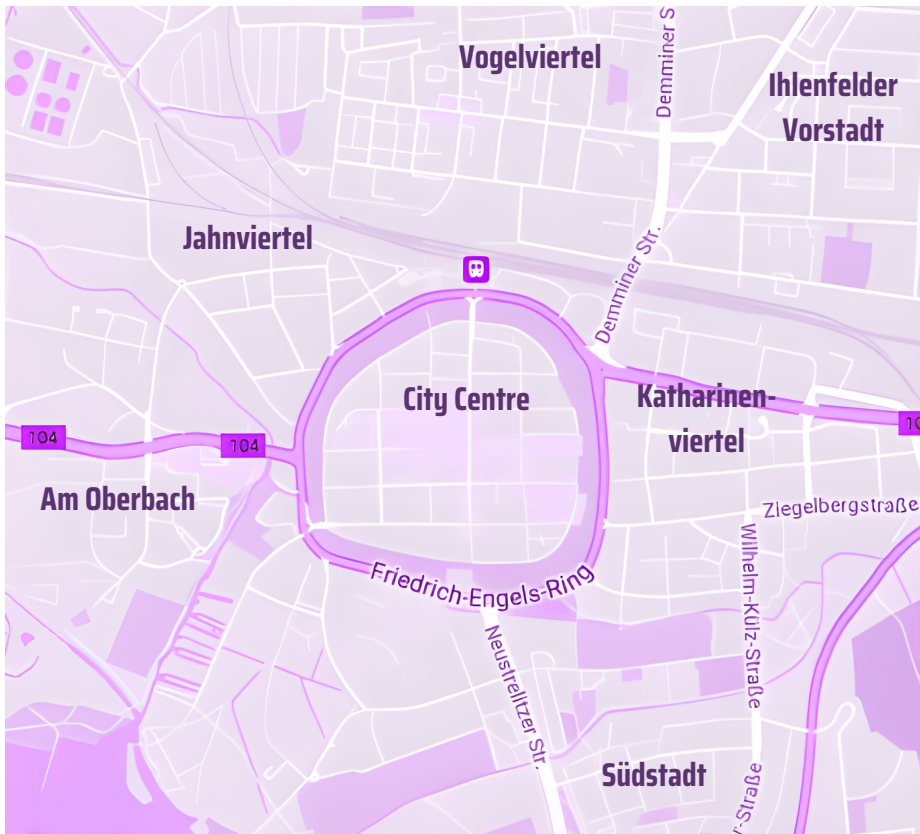
Germany

Neubrandenburg

To be specific, you are living in the city of Neubrandenburg. Neubrandenburg is the third largest city in Mecklenburg-Vorpommern after Rostock and Schwerin. Neubrandenburg has **64,289 inhabitants** and is divided into **10 districts**. **More information** on the City of Neubrandenburg can be found on the city website (available in several languages) and in the next few chapters of this book.

City website: www.neubrandenburg.de 

Here is a **map of the City of Neubrandenburg** to help you get your bearings:



Information on Daily Life

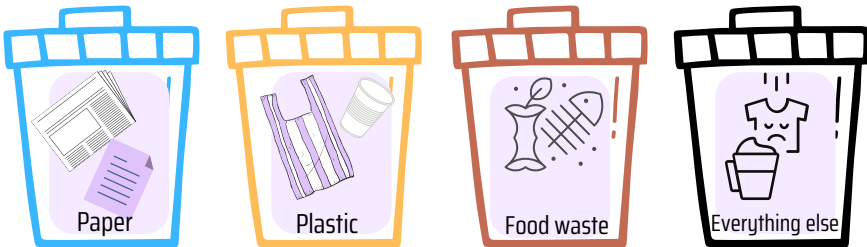


Drinking water

The **water** that comes out of the **tap in your home** and in **public buildings** is called "**drinking water**". You can **drink** this water because drinking water is strictly regulated in Germany. **Unless** you see "**Not drinking water**" (or "**Kein Trinkwasser**" in German), in which case it is not clean and you should not drink it because it can make you ill.

Separating your rubbish

In many districts in Neubrandenburg, you are required to separate your rubbish. This is **important** because that way your **rubbish can be recycled**. The system is slightly different in each city, but mostly you separate your rubbish as follows:



"Pfand"

Many **drinking bottles**, whether glass or plastic, have a so-called "Pfand" value, or deposit, printed on them, between **8 and 25 cents**. You **get your money back for this deposit** when you **return** your empty bottles to the supermarket that carries the drinks brand. Each supermarket has special machines for this called **Pfandautomaten**. Thanks to this system, drinking bottles can be **recycled** and we save on resources that would otherwise be used to make new bottles and help **protect the environment**.



Glass containers:
Glass (sorted by colour)

You can find out when each bin is emptied in the City of Neubrandenburg's "dein nb" smartphone app (the app is in German).


To do this, you have to enter your street and house number in the app.

Daylight savings

Germany has **summer time and winter time**, meaning that the clocks either **go forwards one hour** or **back one hour** on certain days of the year. Summer time begins on the **last Sunday in March**. Winter time begins on the **last Sunday in October**. Daylight savings was originally introduced to save energy.

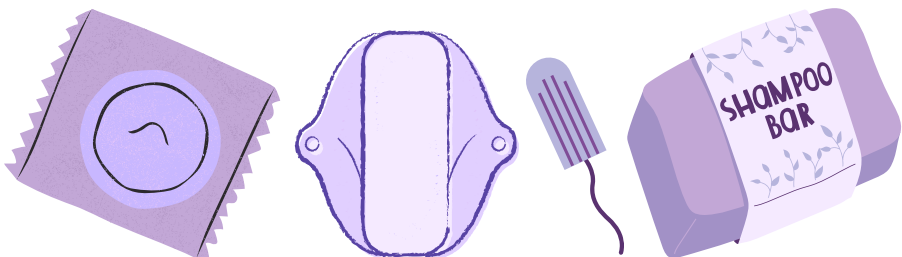
Deutsche Post

Deutsche Post **delivers letters and parcels**. You can also buy **stamps** or **boxes** here. You can send letters by going to a branch of Deutsche Post (=the post office) or by putting a stamp on them and taking them to a **post box**. **Post boxes** in Germany are **yellow**. There are lots of **post boxes** in Neubrandenburg. On these **post boxes** you can see what times postal workers collect letters from each post box. You can find your nearest branch of Deutsche Post on the **Deutsche Post website** (in German):

www.deutschepost.de/de/s/standorte.html 

High street pharmacies

In a high street pharmacy (or 'Drogeriemarkt' in German), you will find **personal hygiene products** (shampoo, shower gel), plus **period products** (tampons, menstrual cups, pads), **pregnancy tests** or **contraceptives** (condoms). You can also buy **groceries** in these shops.



Public holidays



There are set **days in the year** when people in Germany **do not work**. These are called **"public holidays" (or 'Feiertage' in German)**. These are days when people don't work because of a **Christian or public celebration**. The **public holidays in Mecklenburg-Vorpommern in 2022** are as follows:



01/01/2022	New Year's Day
15/04/2022	Good Friday
18/04/2022	Easter Monday
01/05/2022	Labour Day
26/05/2022	Ascension Day/Christi Himmelfahrt
06/06/2022	Whit Monday/Pfingstmontag
03/10/2022	German Unity Day/Tag der Deutschen Einheit
31/10/2022	Reformation Day/Reformationstag
25/12/2022	Christmas Day
26/12/2022	Boxing Day

Smoking and alcohol



Smoking is prohibited in **public indoor spaces** such as schools, government buildings, hospitals, airports, restaurants and bars. Many places have **special smoking areas**. You will recognise these areas by the cigarette symbol.

Alcohol may be consumed **from 16 years of age** in Germany. However, this only applies to drinks with an **alcohol content of 15% or less**, such as beer, wine or sparkling wine. Alcoholic drinks **with more alcohol (16% or higher)**, such as rum, whisky and vodka, may be consumed from **18 years of age**. You must not **drive** if you have drunk alcohol (only **up to 0.05%**). You may **ride your bike** with an alcohol concentration of up to **0.16%**. This is important because otherwise you may pose a risk to yourself and others.

Punctuality



Being on time, or punctual, is very important in Germany! This applies to **appointments** which you might have with your doctor or school, for example. If you need a lot of time and cannot arrive on time, **call the person and let them know**.



Public Authorities



Public authorities are **public institutions** which can issue you and your family with official documents, give members of the public official orders and pay out benefits in the form of money. In Neubrandenburg, there are various authorities that may be important for you. The **most important authorities** and their duties are:

Agentur für Arbeit / Job Centre

The **Agentur für Arbeit (or 'Employment Agency')** is responsible for you if you were employed but have just lost your job. In this case, they pay out unemployment benefits called **Arbeitslosengeld 1** for up to one year.

The **Job Centre** is where you need to go if you have been unemployed for a long time or if Arbeitslosengeld 1 is not enough. In this case, the Job Centre will pay out **Arbeitslosengeld 2**.

Sozialamt/Social Services

Social Services is important for **social welfare** and other related matters. If you are **in the process of applying for asylum**, you will get money from **Social Services**. Once your **asylum process is over**, you can get money from the **Job Centre**.

Bundesamt für Migration und Flüchtlinge (BAMF)

The Federal Office for Migration and Refugees (or BAMF) examines why you left your home country, and **decides** whether or not you can be granted **asylum** in Germany..

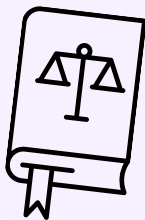
Ausländerbehörde/Immigration Office

The Immigration Office is responsible for **residency issues**. The Immigration Office makes decision on granting or denying you a **residence permit**, and can verify your identity and in certain cases order that you leave the country. It is very important that you attend all appointments here!

Police

The police are there to protect against dangers and ensure your **safety** in the city. You can **contact the police** if you are in **danger** and need **help**, for example if you experience violence or are the victim of theft. You can also inform the police if you are verbally abused.

In Germany, there is a fundamental law called the **Grundgesetz**. The Grundgesetz is the **Constitution of Germany**. Everyone in Germany must abide by this Constitution. The Constitution says that **nobody should be treated worse because of their gender, sexual identity, beliefs or political views**. However, it can still sometimes happen that you receive worse treatment, **such as during interviews with public authorities**. We call this **discrimination**. Discrimination is **not right** and **you can do something about it**. I will tell you more about this in the chapter on Discrimination.



The **current contact details** for the public authorities are:



**Jobcenter Mecklenburgische
Seenplatte Süd**

Ponyweg 37 - 43

17034 Neubrandenburg

Telephone: 0395 / 7664090

E-Mail:

Jobcenter-MSE-Sued@jobcenter-ge.de

www.jobcenter-ge.de/Jobcenter/MSE-Sued

Neubrandenburg Police

Stargarder Str. 6

17033 Neubrandenburg

Telephone: 0395 / 55820 or 110

E-Mail:

pp.neubrandenburg@polmv.de

www.polizei.mvnet.de/Polizei/PPNB

**Neubrandenburg Immigration
Office**

An der Hochstraße 1
im Haus C

17036 Neubrandenburg

Telephone: 0395 / 57087 5810

E-Mail:

auslaenderbehoerde@lk-seenplatte.de

Agentur für Arbeit

Neubrandenburg

Ponyweg 37 - 43

17034 Neubrandenburg

Telephone: 0395 / 7661010

E-Mail:

Neubrandenburg@arbeitsagentur.de

www.arbeitsagentur.de

**Neubrandenburg
Social Services**

An der Hochstraße 1

17036 Neubrandenburg

Telephone:

0395 / 570875271

Gender equality

According to the Constitution, as a woman in Germany you have the same rights as a man! This means that you can **decide for yourself who to be with** and whether you want to get married. You can separate from/divorce your partner (= end your marriage) and you can also decide whether or not you want kids.

You can **display your love in public** and hug and kiss other people. It does not matter what your **sexual orientation** is because **homosexual relationships** and **marriages** are permitted in Germany just the same as **heterosexual relationships**. A homosexual relationship means that a person is attracted to a person of the same gender. E.g. a man is attracted to a man or a woman to a woman. A heterosexual relationship means that a person is attracted to a person of the opposite gender. E.g. a man is attracted to a woman or a woman to a man. There are also people who have relationships with either men or women. These people are **bisexual**.

Some people change their gender or do not feel comfortable as a man or a woman. **Being transgender** means that a person does not identify with the gender they were assigned at birth. For example, a person who was born a man prefers to live as a woman. **Being intersex** means that a person was born with both male and female sexual characteristics. This person often does not feel that they are either a man or a woman. In Germany, these people are also free to live their lives as they choose.



If you have more questions regarding sexual orientation, gender and sexuality, you can contact one of the following **help and advice centres**:

rosalila Beratung & Bildung (for general advice and education)

Feldstraße 3
17033 Neubrandenburg
Telephone: 0395 / 37937815
E-Mail: beratung@rosalila.de
www.rosalila.de

**Centrum für sexuelle Gesundheit
Neubrandenburg
(for sexual health issues)**

Feldstraße 3 (Phönixeum)
17033 Neubrandenburg
Telephone: 0381 / 1285022
E-Mail: info@csg-mv.de
www.csg-mv.de

**Caritas im Norden
Schwangerschaftsberatung
(for pregnancy counselling)**

Heidmühlenstraße 17
17033 Neubrandenburg
Telephone: 0395 / 58145 30
E-Mail: beratung-nbdg@caritas-im-norden.de
www.caritas-mecklenburg.de/caritas-vor-ort/region-neubrandenburg

**AWO Stadtverband Neubrandenburg e.V.
Schwangerschafts- und
Schwangerschaftskonfliktberatung
(for pregnancy counselling and counselling
on pregnancies in conflict situations)**

Friedrich-Engels-Ring 42
17033 Neubrandenburg
Telephone: 0395 / 5443683
E-Mail: schwangerschaftsberatung@awo-nb.de
www.awo-nb.de

**Ehe-, Familien- und Lebensberatung
Neubrandenburg
(for family and marriage advice)**

Morgenlandstraße 8
17033 Neubrandenburg
Telephone: 0395 / 5443608
E-Mail: sekretariat@efl-neubrandenburg.de
www.ehe-familien-lebensberatung.info

queerNB e.V.

17019 Neubrandenburg
E-Mail: info@queernb.de
www.queernb.de



International Women's Day is celebrated every year around the world on **8 March**. This day is about raising awareness in society regarding the **rights and equality of women**. The **City of Neubrandenburg** also holds **events** on this day, organised by the city's **Equal Opportunities Officer, Christina Küster**. If you are interested in these events, you can find more information on the City of Neubrandenburg website.

City website: www.neubrandenburg.de

http://



17 May is the "**International Day Against Homophobia, Biphobia and Transphobia**" (IDAhOBIT). This day is about raising awareness regarding the **rights of homosexual, bisexual, intersex and trans people**. The **City of Neubrandenburg** also holds events on this day. If you are interested in these events, you can find more information on the **queerNB website**.

Many cities around the world also celebrate "**Christopher Street Day**" (**CSD**) once a year. On this day as well, some **homosexual, bisexual, intersex and trans people** around the world raise awareness of their **rights** and march through the streets with music and colourful outfits. This day is also celebrated in **Neubrandenburg**. The venue of the event switches every year between the cities of Neubrandenburg and Neustrelitz. If you are interested in these events, you can find more information on the **queerNB website**.



Website: www.queernb.de

http://



Getting Around

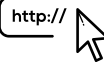


In Neubrandenburg you have a number of different **options** for **getting from one place to another**. You can go by **bus, train, taxi, car, bike** or even **boat**.

Bus

Neubrandenburger Stadtwerke (neu.sw) is responsible for the buses in Neubrandenburg. There are **11 lines** running from the **Central Bus Station/Zentraler Busbahnhof (ZOB)** to all areas of the city. You can check what time each line departs from which stop using the **"dein nb" smartphone app** from **Neubrandenburger Stadtwerke** (in German), by looking at the **timetables** at each bus stop or by going to the **Neubrandenburger Stadtwerke website** (in German).

Neubrandenburger Stadtwerke website: www.neu-sw.de/fahrplanauskunft



Example of a timetable at a bus stop:

Number of bus line

Days when the bus runs

The bus stops here (examples)

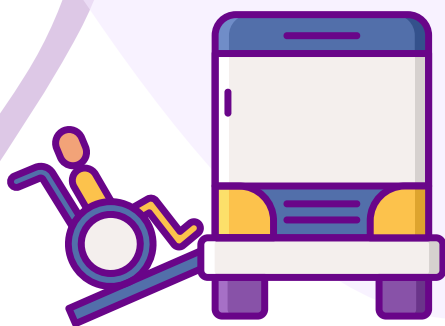
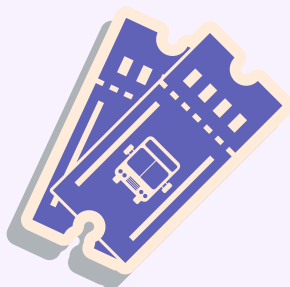
The bus stops here
(all stations)

The bus does not
stop here

Time when the
bus calls at each
stop

2	Montag - Freitag	Busbahnhof - Am Treptower Tor - Kaufhof Süd - Lindenber - Deutsche Rentenversicherung - Am Waldrand - An der Landwehr - Bethanienberg Süd
Haltstellen		
Busbahnhof	10:40	11:10 11:40 12:10 12:40 13:00 13:15 13:30 13:45 14:00 14:15 14:30 14:45 15:00 15:15 15:30 15:45 16:00 16:20
Am Treptower Tor	10:45	11:15 11:45 12:15 12:45 13:05 13:20 13:35 13:50 14:05 14:20 14:35 14:50 15:05 15:20 15:35 15:50 16:05 16:25
Schweedeckstraße	10:46	11:16 11:46 12:16 12:46 13:06 13:21 13:36 13:51 14:06 14:21 14:36 14:51 15:06 15:21 15:36 15:51 16:06 16:26
Kaufhof Süd	10:47	11:17 11:47 12:17 12:47 13:07 13:22 13:37 13:52 14:07 14:22 14:37 14:52 15:07 15:22 15:37 15:52 16:07 16:27
Neutritzer Straße	10:48	11:18 11:48 12:18 12:48 13:08 13:23 13:38 13:53 14:08 14:23 14:38 14:53 15:08 15:23 15:38 15:53 16:08 16:28
Am Stargarder Bruch	10:50	11:20 11:50 12:20 12:50 13:10 13:25 13:40 13:55 14:10 14:25 14:40 14:55 15:10 15:25 15:40 15:55 16:10 16:30
Kirschallee	10:51	11:21 11:51 12:21 12:51 13:11 13:26 13:41 13:56 14:11 14:26 14:41 14:56 15:11 15:26 15:41 15:56 16:11 16:31
Lindenber	10:52	11:22 11:52 12:22 12:52 13:12 13:27 13:42 13:57 14:12 14:27 14:42 14:57 15:12 15:27 15:42 15:57 16:12 16:32
Bethanienberg	10:54	11:24 11:54 12:24 12:54 13:14 13:29 13:44 13:59 14:14 14:29 14:44 14:59 15:14 15:29 15:44 15:59 16:14 16:34
Reichenberg	10:55	11:25 11:55 12:25 12:55 13:15 13:30 13:45 14:00 14:15 14:30 14:45 15:00 15:15 15:30 15:45 16:00 16:15 16:35
Deutsche Rentenversicherung	10:56	11:26 11:56 12:26 12:56 13:16 13:31 13:46 14:01 14:16 14:31 14:46 15:01 15:16 15:31 15:46 16:01 16:16 16:36
Am Waldrand		11:28 11:58 12:28 12:58 13:28 13:58 14:28 14:58 15:28 15:58 16:28
An der Landwehr		11:30 12:00 12:30 13:00 13:30 14:00 14:30 15:00 15:30 16:00 16:30
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Am Waldrand		12:20 12:50 13:20 13:50 14:20 14:50 15:20 15:50 16:20 16:50
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When travelling by bus, it is important that you press the **STOP button** in good time before your stop. That way, the driver knows which stop you want to get off at. You can buy a **ticket for the bus** from the driver or as a digital ticket in the "**dein nb**" **smartphone app** (in German).



If you are a **wheelchair user** and you would like to **take** the bus **but the** gap between the bus and the bus stop is too high, the driver can **help you using a ramp**. Just **signal to the driver with your hand** when the bus is approaching.


Train

If you want to **travel outside of Neubrandenburg**, you can take the train. Most trains are operated by **Deutsche Bahn (DB)**. The **train station in Neubrandenburg** is located directly **next to the Central Bus Station (ZOB)**. You can use the Deutsche Bahn website (available in several languages) to check **departure times** and **platform numbers** for the **train**.

Deutsche Bahn website: www.bahn.de 

You will also find **train departure times** in the train station's **main building** where there is a large digital board attached to the wall. **Train tickets** can be bought on the Deutsche Bahn website, in the Deutsche Bahn ticket office at the station or from a ticket machine at the station. You can also use the **Deutsche Bahn Super Saver/Sparpreisfinder** (available in several languages) to find **discounted train tickets**. For longer journeys, it's a good idea to buy your ticket several weeks ahead of time as tickets are often cheaper then.

Sparpreisfinder Deutsche Bahn website:

www.bahn.de/angebot/sparpreis-flexpreis/sparpreisfinder 

Bicycle

Another way to get around in Neubrandenburg is by bike. Bikes **can be ridden by women and men, the same as for driving a car**. It's important that you switch on the **light on your bike** when it gets dark out. That way, you can see the road better and drivers can spot you more easily. If you want to **learn to ride a bike**, **BIKEYGEES e.V.** in Berlin offers free training sessions for migrant women.

Taxi

You can also use taxis to get around Neubrandenburg and the surrounding area. You should always ask about the price before setting off because taxis are usually the **most expensive form of transport**. You will almost always find taxis parked **in front of the train station in Neubrandenburg**. There are various different taxi companies in Neubrandenburg. You can find them online.

Car



You can also get around in Neubrandenburg by car because in Germany **you as a woman have the right to get a driving licence**. Register with a **driving school** if you would like to get a **driving licence**. There are several driving schools in Neubrandenburg. You can find them online. The **driving test** consists of a **theory test and a practical test**. In the theory part of the test, you have to answer a set of questions, while in the practical test you have to show that you can drive a car. You can **register with a driving school** from the age of **16 ½**. However, these courses are **not cheap** so it's a good idea to ask around for advice first. **From the age of 17** you can drive a car using your driving licence but there must be a **passenger** with you who is a qualified driver. **From the age of 18** you can drive a car by yourself.

Rethra ferries



From **May to October**, you can **take a trip on the Tollensesee lake** with Rethra ferries. These ferries call at these **stops** twice a day: Badehaus/swimming baths, Wassersportzentrum/water sports centre, Gatsch Eck, Klein Nemerow, Alt Rehse and Nonnenhof. You can also travel to the neighbouring Lake Lieps with the ferry.

If you have any more questions about travelling by bus, train or ferry, or about free cycling courses, you can contact the following **advice centres**:

Deutsche Bahn Neubrandenburg

Am Bahnhof 5-6
17033 Neubrandenburg
Telephone: 030 / 586020930
E-Mail: reiseportal@bahn.de
www.bahn.de

Bikeygees e.V.

Friesenstraße 11
10965 Berlin
Telephone: 030 / 54637790
E-Mail: all@bikeygees.org
www.bikeygees.org

Neubrandenburger Verkehrsbetriebe GmbH (Rethra Ferries)

Warliner Straße 6
17034 Neubrandenburg
Telephone: 0395 / 3500524
E-Mail: rethra@neu-sw.de
www.neu-sw.de/linienschiff

Neubrandenburger Stadtwerke

Tel. 0800 / 3500800
www.neu-sw.de/busverkehr


Right to Asylum



Every person, whether a woman or a man, who flees persecution in their home country has the right to apply for asylum in Germany. You can apply for asylum at the **Bundesamt für Migration und Flüchtlinge (BAMF)**. This office decides whether or not you are recognised in Germany as a refugee. The **decision-making process** regarding your application for asylum includes a **hearing**. This hearing is very important. The hearing can be held a few hours, days or even weeks after you apply for asylum, depending on what country you come from. It is important to explain all your reasons for fleeing your home country. One reason might be gender-based persecution. This means that you face problems in your home country because you are a woman.

Before the interview, you can inform the BAMF that you would like to have a woman conduct your hearing. You also have the **right to an interpreter** during the interview (=a person who speaks your language). You can also let the BAMF know beforehand that you would like this person to be a woman. Additionally, you can bring someone you know to this interview as a companion.

You also have the right to your own asylum process regardless of your marital status. It does not matter whether you are married, divorced, in a partnership or single. This means that you have the opportunity to get a residence permit independently from your partner.



Migration and integration advice centres are **advice centres** which can help you integrate into life in Neubrandenburg. The **advisor** can give you answers to questions relating to: **language, education, housing, healthcare and family**. Because there are so many different areas you can get advice on, I will **give you recommendations on where to go for advice in Neubrandenburg across the different chapters of this book**.

You can contact various **migration or integration advice centres** or Flüchtlingsrat Mecklenburg-Vorpommern e.V. in Schwerin for detailed answers to your questions **on the right to asylum**.

The **relevant contacts** are:

**Flüchtlingsrat Mecklenburg-
Vorpommern e.V.**

Advice for asylum-seekers
19002 Schwerin

Telephone: 0385 / 5815790

E-mail: kontakt@fluechtlingsrat-mv.de
www.fluechtlingsrat-mv.de

ASB Regionalverband NB/MST e. V.

Integration advice Oststadt

Einsteinstraße 21

17036 Neubrandenburg

Telephone: 0395 / 7615643

or 0176 24150145

E-mail: gemeinwesenarbeit@asb-nb-mst.de
www.asb-nb-mst.de/asb-angebote/saf.html

ASB Regionalverband NB/MST e. V.

Integration advice Südstadt

Neustrelitzer Str. 109

17033 Neubrandenburg

Telephone: 0395 / 351 753 91

or 0176 / 241 501 45

E-mail: :

gemeinwesenarbeit.sued@asb-nb-mst.de
www.asb-nb-mst.de/asb-angebote/saf.html

AWO Migrationszentrum

Migration advice

Demminer Straße 44

17034 Neubrandenburg

Café International

Legal advice & immigration advice

**Regular sessions on fourth Wednesday of the
month, 14:00 – 16:00 or by appointment,**

Café open daily

Neutorstraße 7

17033 Neubrandenburg

Telephone: 0174 / 3739669

E-mail: kontakt@cafe-international.org
www.cafe-international.org/cafe-international

Deutsches Rotes Kreuz Neubrandenburg

Migrationsberatung

Weidegang 9

17034 Neubrandenburg

Telephone: 0395 / 37951880

www.neubrandenburg.drk.de

Johanniter-Unfall-Hilfe e. V.

Integration advice

Tilly-Schanzen-Straße 17

17033 Neubrandenburg

Telephone: 0162 / 139 5112

E-mail:

melanie.bucklitsch@johanniter.de



Language



In **Neubrandenburg** you have **several different opportunities to learn the German language**. For example, you can attend a **basic orientation course**, **integration course**, **professional language course** or **other free language courses**. **Men and women can attend all language courses!**

Basic orientation course:

- **Aim:** Information on daily life and basics of German
- **Attendance** voluntary if your asylum process is still on-going
- **Provided by:** Agentur der Wirtschaft
- **300 hours**
- **free**

Integration course:

- **Orientation course (100 hours) + Language course (600 hours)**
- **Aim:** Level B1 and basic knowledge about Germany
- **Attendance** with residence permit, sometimes also with right to remain/ temporary suspension of deportation (or 'Duldung' in German)
- **Attendance** application by the course provider to the BAMF
- **free (if you are receiving social welfare)**

Language course providers who offer integration courses in Neubrandenburg can be found on the **BAMF website** (in German and English):

www.bamf-navi.bamf.de/de

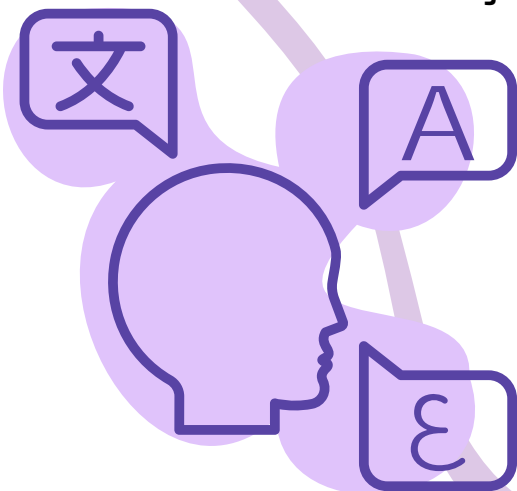
http://



Professional language course:

- **Aim:** to improve general language skills or language skills for a specific profession
- **Requirement:** successfully completed integration course
- **Attendance:** where permitted by the Agentur für Arbeit, the Job Centre or BAMF
- **free (if you are receiving social welfare)**
- **Provider:** Lernstudio Neubrandenburg, Deutsche Angestellten Akademie (DAA), Bildungswerk der Wirtschaft, genres e.V.

If you have any other questions about **attending basic orientation courses, integration courses, or professional language courses**, you can also contact **a migration or integration advice centre** (you will find these in the **chapter on Right to Asylum**). You can also contact **language course providers** in Neubrandenburg, the **Job Centre** or the **Agentur für Arbeit**.



The **current contact details** for the **language course providers** are:

Agentur der Wirtschaft

Gebrüder-Boll-Straße 1A
17033 Neubrandenburg
Telephone: 0395 / 5706980
E-mail: info@adwi.de
www.adwi.de

Deutsche Angestellten Akademie (DAA)

Neubrandenburg

Gebrüder-Boll-Str. 1
17033 Neubrandenburg
Telephone: 0395 / 55842359
E-mail: info.mv@daa.de
www.daa-mv.de

Lernstudio Neubrandenburg

Demminer Straße 5
17034 Neubrandenburg
Telephone: 0395 / 5584330
E-mail: info@lernstudioneubrandenburg.de
www.lernstudioneubrandenburg.de

Bildungswerk der Wirtschaft

Torfsteg 11
17033 Neubrandenburg
Telephone: 0395 / 430770
E-mail: info@bdw-mv.de
www.bildungswerk-wirtschaft.de

genres - Gesellschaft für nachhaltige

**Regionalentwicklung und
Strukturforschung e.V.**

Helmut-Just-Straße 4
17036 Neubrandenburg
Telephone: 0395 / 5707220
E-mail: info@genres-online.de
www.genres-mv.de

MSE Adult

Education Centre

Bienenweg 1
17033 Neubrandenburg
Telephone: 0395 / 35172001
E-mail: vhs@lk-seenplatte.de
www.vhs-mse.de

Jobcenter Neubrandenburg

Ponyweg 37 - 43
17034 Neubrandenburg
Telephone: 0395 / 766 4090
E-mail:
Jobcenter-MSE-Sued@jobcenter-ge.de
www.jobcenter-ge.de/Jobcenter/MSE-Sued

Agentur für Arbeit Neubrandenburg

Ponyweg 37 - 43
17034 Neubrandenburg
Telephone: 0395 / 7661010
E-mail:
Neubrandenburg@arbeitsagentur.de
www.arbeitsagentur.de

Other language opportunities:

Café International offers various **language groups for free**. If you are interested, you can chat to an employee to get assigned to a group.

Neutorstraße 7
17033 Neubrandenburg
Telephone: 017610092206
E-mail: kontakt@cafe-international.org
www.cafe-international.org/cafe-international

The **CARibuni der Caritas** association also offers a **free Language Café every Friday from 9:00 – 10:00**.

Max-Adrion-Straße 45
17034 Neubrandenburg
Telephone: 0395 / 45550523
E-mail: caribuni@caritas-im-norden.de
www.caritas-mecklenburg.de/caribuni

There is also **free language support** available for **children of mothers with or without an immigrant background**. The **project** is called **Griffbereit** (which means "At the Ready").

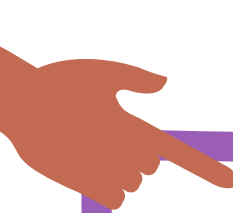
RAA Mecklenburg-Vorpommern e. V.
2. Ringstraße 11
17033 Neubrandenburg
Telephone: 01711711902
E-mail: mehrsprachigkeit@raa-mv.de

The local college, **Hochschule Neubrandenburg**, offers an **intensive German language course** (Level: B2) **for people who want to study at the college**. This course **begins in October and ends in March the following year**. There are also **German courses for beginners** (4 hours a week) designed specially for **students from overseas** (Level: A1, A2 and intermediate B2). **If not all places are taken, people who are not studying can also attend the language courses as guests learners.**

Brodaer Straße. 2
17033 Neubrandenburg
Telephone: 0395 / 56931110
E-mail: refugees@hs-nb.de

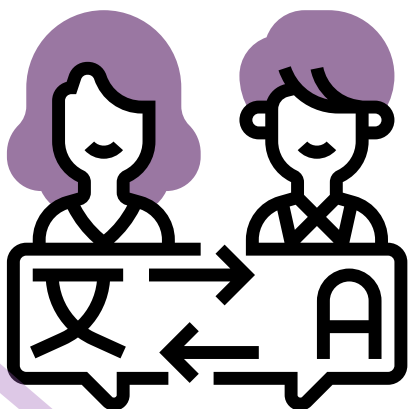
The **Nordstart NB** association offers a **free German language course** for **migrants aged 27 and over**. This course is held **online every Friday from 12:00 - 14:00**.

An der Hürde 1
17034 Neubrandenburg
Telephone: 0395 3588 215
E-mail: m.wahl@nordstart.de



In Germany, **German is the only language used within government and public authorities**. Because of this, most employees working for public authorities will talk to you in German and **give you all the important documents in German**. Employees working for public authorities do not have to provide you with an **interpreter** for holding an interview with you. **You therefore have the right to a precise explanation of the documents**. It is **important to know** that **you do not have to sign anything you do not understand** and that you can always **bring a companion** with you **to your appointment**, such as a relative, friend, social worker or family member, to help with translation.

If you have an appointment with a **public advice centre**, an **interpreter** can often **come with you for free**. Please **do not bring your child with you to translate**. At these appointments, you will often be talking about information that may really upset your child.



Education



In Germany, you as a woman have the right to an education and to go to work. You can choose a job that you find fun. You can even work or go to school when you have a family and children. **Your children can be looked after while you are at work** (you can find more information on childcare in the next **chapter on Childcare**).

Completing your schooling

If you are above the school-leaving age and want to complete your schooling in Neubrandenburg, you can do this at the **MSE adult education centre**, the **evening school (Albert-Einstein-Gymnasium)**, at a technical college or at a free education centre.

Middle School (10th grade):

Where: at the MSE adult education centre

- required for education

You need:

- **A residence permit**
- Minimum age **18 y.o.**
- **B2 Language certificate**
- **Basic knowledge of English**
- prior **approval of your school certificates**

General Secondary (12th grade):

where: the Albert-Einstein-Gymnasium

You need:

- **A residence permit or a confirmation of your right to remain** in Germany for the school term
- Minimum age **19 y.o.**
- **You must have graduated from Middle School or a similar level**
- **B1 Language certificate in German and a second foreign language**



You can have **school certificates from other countries verified by visiting the Ministry of Education in Schwerin.**

If you have any other questions about completing your schooling, contact the **evening school**, the **MSE adult education centre** or the **Ministry of Education**. The **relevant contacts** are:

MSE Adult Education Centre

Bienenweg 1
17033 Neubrandenburg
Telephone: 0395 / 35172001
E-mail: vhs@lk-seenplatte.de
www.vhs-mse.de

**Albert Einstein Gymnasium /
Evening School**

Demminer Straße 42
17034 Neubrandenburg
Telephone: 0395 / 35171600
E-mail:
info@abendgymnasium-nb.de
www.aeg-nb.de

Ministry of Education in Schwerin


Telephone: 0385 / 588 7217
E-mail:
J.Olejko@bm.mv-regierung.de





Whether or not you can **take up education or employment** in Germany **depends on your residency status**. If you have a **residence permit**, then you have the option of entering education or going to work. If you have a **temporary suspension of deportation (known as a 'Duldung' in German)** or **right to remain (known as an 'Aufenthaltsgestattung' in German)**, it might be the case that the **immigration authorities** will not permit you to enter education or go to work.

If you are allowed to go to work and want to work in the same profession as you did in your home country, you can **apply for recognition of your professional qualifications**. **Different administrations (Chambers)** are responsible for this **depending on your profession**. You can visit this website (in German and English):

www.anerkennung-in-deutschland.de 

to find out which Chamber is the one that will verify your professional qualifications. You can also call the **"Living and Working in Germany" Hotline** and ask there. **If you do not have documents** proving your vocational training in your home country, then you can take a **practical exam**. In this exam, you will show that you can work in this profession. **However, this rule does not apply to all professions**. You can call the **"Living and Working in Germany" Hotline** to **ask** about this as well.

If you have any other questions regarding work and education, there are various **advice centres** in Neubrandenburg that you can contact. The **genres - Gesellschaft für nachhaltige Regionalentwicklung und Strukturforschung e.V.** association can help you with any questions you might have about getting your professional qualifications recognised (=diplomas and certificates). A **migration or integration advice centre** might also be able to help you with any questions (you will find these in the **chapter on Right to Asylum**). Additionally, **TFA GmbH** runs a project in Neubrandenburg where you can learn German, try out jobs and get help with day-to-day life. You will need an **A2 Language certificate** for this. You can only attend if you have a so-called **Aktivierungs- und Vermittlungsgutschein** (a discretionary voucher for back-to-work help and job placements) from the **Agentur für Arbeit**. Just ask for one there.

Important **contacts regarding education and work** are:

**genres - Gesellschaft für nachhaltige
Regionalentwicklung und
Strukturforschung e.V.**

Helmut-Just-Straße 4
17036 Neubrandenburg
Telephone: 0395 / 5707220
E-mail: info@genres-online.de
www.genres-mv.de

**TFA- Trainings- und
Fortbildungsakademie GmbH**

Nonnenhofer Straße 24/26
17033 Neubrandenburg
Telephone: 0395 / 3588 219
E-mail:
bstarck@tfa-akademie.de
www.tfa-akademie.de

Agentur für Arbeit Neubrandenburg

Ponyweg 37 - 43
17034 Neubrandenburg
Telephone: 0395 / 7661010
E-mail:
Neubrandenburg@arbeitsagentur.de
www.arbeitsagentur.de

**Hotline „Arbeiten
und Leben in Deutschland“**

(in German and English)
Monday to Friday
from 9 a.m. to 6 p.m
Telephone: 030 / 1815 1111



Higher education

Different rules apply to education if you wish to attend **higher education** at a university or college. You can study **regardless of your residency status**. If you are doing a Bachelor's or Master's for the first time, you can apply for financial support from the state. This money is called **BAföG**.

You must **apply** for further studies. Many universities and colleges use the **online platform Uni-Assist**. This is also where **diplomas from your home country are reviewed** and passed on to the university. However, this is **not a free service**. You also have to apply directly to some universities and colleges. **Every programme has different requirements and deadlines** for applying. **Study programmes usually begin in September (college) or October (university)**. **It's a good idea to get all the information one year before your programme starts**. It often takes a lot of time to get diplomas translated, and sometimes you need to also complete a **language course** first.

In **Neubrandenburg**, we have the **Hochschule Neubrandenburg** college where you can attend **various different degree programmes**. At the Hochschule Neubrandenburg, you can **study in German or English**. To be **accepted to a programme** conducted in German, you will need a B1 Language certificate with a grade of "Good"/"Gut". To be accepted to a programme conducted in English, you will need a B2 Language certificate.

Perhaps you don't have your diplomas anymore? Then you can take the **"TestAs" test** through **Uni-Assist**. In this test, you will show that you are able to study at the college or university. This test is **free for refugees**. **For example**, you need to pass this test and an entrance exam to attend the Hochschule Neubrandenburg.

If you have any more questions about studying at the Hochschule Neubrandenburg, you can contact the **International Office** at the **Hochschule Neubrandenburg**. For any questions about **Uni-Assist**, you can contact the association:

Hochschule Neubrandenburg

International Office

Telephone: 0395 / 56931110

E-mail:

mackedanz@hs-nb.de

Uni-Assist

Telephone:

030 /

201646001

For questions relating to **education**, you can also contact a **migration or integration advice centre** in Neubrandenburg (you will find these in the **chapter on Right to Asylum**).

Children

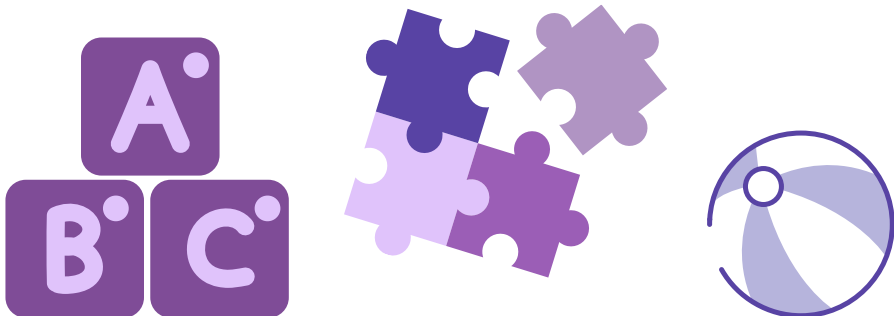


In Germany, **children have rights** according to the **UN Convention on the Rights of the Child**. This means that all **children should grow up without violence**. What this means is that children should not be beaten or insulted. All children are allowed to go to school and their parents should help them with this. **This applies to girls and boys** and is also set out in the **German Constitution, the Grundgesetz**.

Daycare/Kita




Parents should share childcare responsibilities equally, meaning not just one person looks after the children. You can also get **help** with childcare: you can bring your children to a place where lots of children can play together **for half a day** (=a few hours each day). This is called **daycare (or 'Kita' in German)**. You can do this **as soon as** you and your children have been placed in **collective accommodation**. It **does not matter what residency status** your children have. If you or your partner go to **work**, your children are entitled to all-day daycare (more than 7 hours a day). **Daycare is free in the State of Mecklenburg-Vorpommern**. You can get a daycare **registration form** for your children from the **Youth Office (or 'Jugendamt' in German)**. When registering, you can write down which daycare you want your children to go to. If there are **free places** at the daycare, you will be invited in. Sometimes, there are no free places. In this case, you will be put on the **waiting list**. Alternatively, you have the **option** of getting a **nanny** to look after your children.



Schooling is mandatory in Germany. This means that your children must go to school, **regardless of whether they are a girl or a boy**. Your children are **required** to attend school as soon as you and your family **move** into **collective accommodation** in Neubrandenburg. As a **parent**, you also have certain **duties** in this regard. This means that you must send your children to school regularly. And you must call the school if your children cannot go to school, e.g. because they are ill. Also, there are often meetings at school where you can talk to teachers or other parents. At a **parents' evening**, for example, you will get information from your children's teacher (or teachers) about how your child is performing in school. At **PTA meetings**, you and other parents plan events for your children.

There are **special classes for children with a migrant background** called **DaZ Classes (German as a Second Language)**. In these classes, your children can spend lots of time practising German. This is **good preparation for regular classes**. The **Grundschule Ost Neubrandenburg** primary school, for example, offers **these classes to children up to 10 years of age**.

Your children's school certificates are verified by the **Ministry of Education in Schwerin**. You can find more information on this **website**:

<https://www.bildung-mv.de/> 

If you have any more questions relating to the topic of children, you can contact a **migration or integration advice centre** in Neubrandenburg (you will find these in the **chapter on Right to Asylum**). **Or you can contact the authorities or institutions mentioned above directly.**



The **relevant contacts** are:

School Office Neubrandenburg

Neustrelitzer Straße 120
17033 Neubrandenburg
Telephone: 0395 / 380783 00
E-mail:
poststelle@schulamt-nb.bm.mv-
regierung.de

Youth Office Neubrandenburg


An der Hochstraße 1
17036 Neubrandenburg
Telephone:
0395 / 570873173

**Grundschule Ost
Neubrandenburg**

Robert-Koch-Straße 52
17036 Neubrandenburg
Telephone: 0395 / 5551188
E-mail: draeger@gs-nb.de
www.gs-nb.de

**Ministry of Education in
Schwerin**

Telephone:
0385 / 5887217
E-mail:
J.Olejko@bm.mv-regierung.de



In Germany, **your child** can receive so-called **preventive health check-ups** with a **paediatrician regardless of whether they are a girl or a boy**. At these check-ups, the doctor checks whether your child's development is appropriate for their age. Your child may also be given important **vaccinations** at these check-ups. One vaccination which your child must have in order to be able to go to daycare or school is the **measles** vaccine. There are a total of **10 preventive health check-ups**. Preventive health check-ups are free for your child, **no matter what residency status your child has**. You can find local paediatricians for your child on the internet.

Healthcare



In Germany, your **access to healthcare depends on your residency status.**

Right to remain/temporary suspension of deportation (Duldung)

+ less than 18 months in Germany:

limited entitlement to healthcare, e.g.

if you experience pain

Exceptions: pregnancy or emergencies

(apply for additional benefits in

advance with Social

Services/Sozialamt)

for each doctor's appointment: requires

treatment voucher from Social

Services (valid for 3 months)

Right to remain/temporary suspension of deportation

(Duldung) + more than 18

months in Germany:

OR residence permit:

unlimited entitlement

to healthcare

Chip card instead of treatment

voucher

If you feel unwell and want to visit a doctor, you can contact a **GP (or 'Hausarzt' in German)** first. You will need an **appointment** for this. You can get an appointment by telephoning the GP surgery. You can find GPs in Neubrandenburg on the internet. If you need a doctor because of an urgent medical issue and your GP's **surgery is closed**, you can call the **out-of-hours healthcare service**. You will then be seen by a doctor at your home or in a doctor's surgery. If you suffer a **medical emergency**, you can also **call the emergency services at any time**.

The telephone numbers are:

**Out-of-hours
healthcare service**

Telephone: 116 117

**Fire/Search
and Rescue**

Telephone:

112

If you have any more

questions relating to the topic of healthcare, you can contact a **migration or integration advice centre** in

Neubrandenburg (you will find these in the **chapter on Right to Asylum**).


Mental health

As well as physical **illnesses**, you can also suffer health problems related to your mental health, or your **inner thoughts and feelings**. This might be triggered by unpleasant events or a lot of stress, for example. You can look for help if you notice that you constantly **feel sad, overwhelmed, anxious or tired**. You can contact a **mental health advice centre**. There, you can tell the **advisor** about all your worries, thought and feelings. The advisor will try to help you through this tough time. Everything you tell them will remain a secret.

If you need **more intensive help** with your experiences, then you have the option of seeing a **therapist** or **psychotherapist**. You can tell this person all your worries, thought and feelings too, and they will discuss and look at your experiences in more depth. They do this using **therapy**.

If you are worried or concerned about something, you can also get **counselling by phone** (in German), or contact the **Muslim counselling hotline** (in Turkish, Arabic and Urdu) or the **Doweria hotline** (in Russian). These **counselling services** are **only available by phone**. This might make it easier for you to talk about your concerns and unpleasant events.

There is also the **Social Psychiatric Service** (in German) that offers advice over the phone or face-to-face. Neubrandenburg also has **Mental wellbeing advice for refugees** and **Family, marriage and life advice** teams which you can contact if you are experiencing a difficult living situation.



If you **want to go to therapy**, this **depends on your residency status** and **how long you have been in Germany**, the same as for other health services. If you have a **right to remain** or **temporary suspension of deportation (Duldung)** and have been in Germany for **less than 18 months**, **Social Services** will **decide** whether or not you can go to therapy. If you have been in Germany for **longer than 18 months**, you are entitled to **unrestricted healthcare**. This will make it easier to apply for therapy. The **costs** for this therapy are always paid for by Social Services.

The **relevant contacts** are:

**Ehe-, Familien- und Lebensberatung
(for family and marriage advice)**

Neubrandenburg

Morgenlandstraße 8

17033 Neubrandenburg

Telephone: 0395 / 5443608

E-mail:

sekretariat@efl-neubrandenburg.de

**Hochschule Neubrandenburg:
Mental wellbeing advice for
refugees**

Brodaer Straße 2, Raum 347

17033 Neubrandenburg

Telephone: 015111835056

E-mail: ortmann@hs-nb.de

**Muslim Counselling
Hotline**

Telephone:

030 / 443509821

Counselling by phone

Telephone:

0800 / 1110222

Mental Wellbeing Service

All phone numbers available at

www.lk-mecklenburgische-seenplatte.de

under Angebote → Sozialpsychiatrischer

Dienst

Doweria Hotline

Telephone:

030 / 440308454



There is also a **smartphone app** called **"ALMHAR – Mental health aid for refugees"**. This app offers information in **Farsi, English** and **Arabic** relating to **mental health symptoms** and provides **tips on how to deal with these**.

Pregnancy

If you are wondering whether you are pregnant, you can buy a **pregnancy test** at any **registered pharmacy** or **high-street pharmacy** in Germany. You can also go to a **gynaecologist**. The gynaecologist can also do a test with you and will help you if you are pregnant. You can find gynaecologists in Neubrandenburg on the internet. You can book an **appointment** by phoning the doctor's surgery.

If you are pregnant, then you don't need to worry about getting healthcare during your pregnancy, even if your residency is uncertain. This is because you cannot be deported from Germany for 6 weeks before and 8 weeks after giving birth. However, you will need a **treatment voucher from Social Services** in order to get healthcare. You can present this to the **gynaecologist** and the **midwife** who are looking after you so that you can get all the **preventive health check-ups your child needs**. A midwife is someone who helps and supports you throughout your pregnancy and birth, and afterwards as well. It is important that you go to all your health check-ups. These will look at how you and your baby are doing. All check-ups are entered into a so-called **"Mutterpass" (or Mum's Passport)**. You will get this from your gynaecologist.

You can go to a **hospital** to **give birth** to your child. The **hospital** in Neubrandenburg is called **"Dietrich Bonhoeffer Klinikum"**. **After you give birth**, it is important that you and your child go to see a **paediatrician** regularly.

In Germany, it is possible to have a termination or abortion if you are pregnant but do not want to have a baby. If you are claiming benefits, this service is also free. However, there are a few rules you need to follow in Germany in order to get an abortion performed by a doctor. An abortion is only possible:

- if the **abortion is performed within the first twelve weeks of conception**
- if you **have visited a recognised counselling centre for counselling on pregnancies in conflict situations before the procedure** (you will receive a **paper = certificate of counselling** here which you must show to your gynaecologist before the abortion)
- if the **pregnancy counselling takes place three days before the abortion**

In Germany, you may choose whether or not you want to have a child! If you need help with a decision or have questions relating to pregnancy, the best thing to do is to contact the **pregnancy counselling centres** in Neubrandenburg. In an emergency, you can also call the "**Pregnant Women Emergency Hotline**" or visit the **Dietrich Bonhoeffer Klinikum hospital**. The **relevant contacts** are:

AWO Stadtverband Neubrandenburg e.V.

**Schwangerschafts- und
Schwangerschaftskonfliktberatung (for
pregnancy counselling and counselling on
pregnancies in conflict situations)**

Friedrich-Engels-Ring 42

17033 Neubrandenburg

Telephone: 0395 / 5443683

E-mail:

schwangerschaftsberatung@awo-nb.de

www.awo-nb.de

→ **The association offers counselling on
pregnancies in conflict situations**

**Caritas im Norden
Schwangerschaftsberatung (for
pregnancy counselling)**

Heidmühlenstraße 17

17033 Neubrandenburg

Telephone: 0395 58145 30

E-mail:

beratung-nbdg@caritas-im-norden.de

[www.caritas-mecklenburg.de/caritas-](http://www.caritas-mecklenburg.de/caritas-vor-ort/region-neubrandenburg)

[vor-ort/region-neubrandenburg](http://www.caritas-mecklenburg.de/caritas-vor-ort/region-neubrandenburg)

→ **The association does not offer
counselling on pregnancies in conflict
situations**

Dietrich Bonhoeffer Klinikum

Salvador-Allende-Straße 30

17036 Neubrandenburg

Telephone: 0395 / 7750

**Hilfetelefon Schwangere
in Not
(pregnancy emergency
hotline)**

Telefon:

0800 / 4040020

Social Services Neubrandenburg

An der Hochstraße 1

17036 Neubrandenburg

Telephone: 0395 / 570875271



Discrimination



If you are **treated worse than someone else because of your appearance, gender, religion, background or sexuality**, then we call this **discrimination**. Discrimination is **forbidden** in Germany, **no matter whether it's directed against women or men!**

If you experience or **have experienced** discrimination, you can defend yourself against it or **look for help**. In Germany, we have a law on equality called the **Allgemeine Gleichstellungsgesetz (AGG)** which is intended to protect you against discrimination. In this context, it **does not matter what your residency status** is. The **AGG protects you in two areas:**

Everyday situations:

- Discrimination when house-hunting, at a club, when taking the bus or the train, or when you want to open a bank account

Example: You are not allowed to move into a flat or house because your German is not good.

Situations at work:

- Discrimination regarding the application process, paying you for your work, your working conditions, promotions or terminations

Example: You receive less money because you come from another country.

The **State of Mecklenburg-Vorpommern does not yet have any single advice centre for victims of discrimination**. However, the **LOBBI advice centre** can offer assistance to victims of right-wing violence. You can contact this centre if you have experienced specific xenophobic (right-wing) violence in the form of physical injuries, threats or targeted damage to your property. There is also the **Regional Centre for Democratic Culture MSE (Regionalzentrum für demokratische Kultur MSE)**. This Centre can offer you help and advice in crisis situations with a presumably extreme right-wing background. You can also call the **hotline** run by the **German National Anti-Discrimination Centre (Antidiskriminierungsstelle des Bundes)**. There, you can share your experiences or ask questions. The **relevant contacts** are:

LOBBI Ost

Tilly-Schanzen-Str. 2
17033 Neubrandenburg
Telephone: 0160 / 8442189
E-mail: ost@lobbi-mv.de
www.lobbi-mv.de

Beratungstelefon der Antidiskriminierungs-stelle des Bundes

Telephone: 0800 / 5465465
Mo- Do: 9-15 Uhr

Regionalzentrum für demokratische Kultur MSE

Friedrich-Engels-Ring 48
17033 Neubrandenburg
Telephone:
0395 / 5638877
E-mail: info@cjd-rz.de
www.cjd-rz.de

Help for People Experiencing Violence



As a woman in Germany, you have the right to a life without violence because violence against women is forbidden in Germany! It is not permitted for anyone to touch you physically against your will or to force you into sex. Also, nobody is allowed to physically abuse you, beat you, insult you, degrade you or persecute you. It does not matter here whether you know this person or not. Even your partner is not allowed to do these things! It is also forbidden in Germany to marry or circumcise girls and women against their will. It is important to know that nobody can force you to do anything you don't want to.

If you **experience violence in collective accommodation**, you can **contact an employee working in this accommodation at any time**. Even the security staff. **Collective accommodation in Neubrandenburg operates an anti-violence policy** intended to protect you as a woman against violence. If you experience violence and can't talk to anyone about it or get any help, you can go to the **"Maxi" advice centre for victims of sexualised violence** in Neubrandenburg. You can also call the **Violence against women helpline or visit the Women's Shelter (Frauenhaus) in Neubrandenburg**. You can also take your children with you to the **Women's Shelter**. A **women's shelter is a place for women and their children only**, and is there to offer you protection. You can live there. The **address of the shelter is secret**. No-one can find you there and you are safe. You can use any of these options any time you experience violence, no matter where you live. The **relevant contacts** are:

Quo vadis e.V. Advice Centre for Victims of sexualised violence - Maxi

Helmut-Just-Straße 4
17036 Neubrandenburg
Telephone: 0395 / 570 6661
E-mail: bsmaxi@gmx.de
www.quovadis-
neubrandenburg.de

Violence against Women Helpline

Tel: 08000 / 116016
Advice is available in
17 languages


Quo vadis e.V. Women's Shelter Neubrandenburg

Telephone: 0395 7782640
Mobile: 0160 99269205

**Overnight, on weekends and
on public holidays, women are
admitted by the police.**

Polizei: Telephone: 0395 55 82 5224
E-mail: fksh-nb@gmx.de
www.quovadis-neubrandenburg.de

In Neubrandenburg, you can take a **self-defence course - for women and girls only**. On this course, you will learn how to defend and protect yourself in case of attack. You can take this course at **EWTO Schule** or **Polizeisportverein 90 Neubrandenburg e.V.** You can enquire about prices there.



EWTO Schule

Max-Adrion-Straße 6a

17034 Neubrandenburg

Telephone: 0172 / 3810499

E-mail:

info@ewto-schulen-ferdyn.de

www.ewto-schulen-ferdyn.de

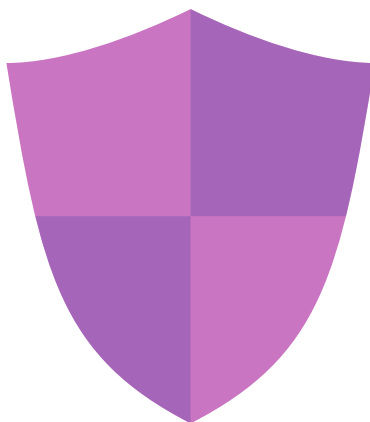
Polizeisportverein 90 Neubrandenburg e.V.

Telephone: 0179 / 9007633

E-mail:

kampfsport@psv90-neubrandenburg.de

www.psv90-neubrandenburg.de



Housing



If you are **moving out of collective accommodation** and are looking for a place to live, there are **a number of different ways you can find housing**. In Germany, **women can view and rent a property just like men can**. In Neubrandenburg, we have the **Neuwoges** housing association and **Neuwoba** housing cooperative. Both companies offer properties for rent. You can look at **available properties online on the companies' websites**.

The best way to **book a viewing is by phone**. You can ask about costs when you view a property. In Germany, we have so-called **"cold rent" (Kaltmiete)** and **"warm rent" (Warmmiete)**. "Cold rent" means the basic rent, i.e. not including **utilities**. Utilities means the costs for heating and water. "Warm rent" includes both the "cold rent" and utilities. This is the amount that will be taken from your bank account every month. It is important that you **take a good look at the condition of a property during a viewing**. If you notice issues like damage or mould in the property, you should address this directly. You should also ask about **connections for the telephone, internet, TV, kitchen and washing machine**.

You can **take another person with you** to a **property viewing**. **Including as a translator**. When you get the **lease agreement** for your property, you should read how long your lease is for (= **term**) and whether your **rent** will increase. **Only sign a document that you understand!** You can always have the contract explained to you in more detail. **If you are receiving benefits**, it's important that you only sign the lease agreement after the public authorities have given you permission. When the property is handed over to you, the landlord or landlady will often fill out a **check-in inspection form**. This form lists any issues that were already present in the property. This is where you can record broken doors or mould, for example. **It is important** to note down everything. Otherwise, you will have to pay for it later. **A good checklist for moving in** to a new property can be found on the **Verbraucherzentrale website** (available in German, English, Arabic, Russian and Farsi):

www.verbraucherzentrale.de



If you have any other questions about housing, you can contact a **migration or integration advice centre** (you will find these in the **chapter on Right to Asylum**) or alternatively **Neuwoba** and **Neuwoges**.

The **relevant contacts** are:

Neuwoba

Neubrandenburger

Wohnungsbaugenossenschaft eG

Demminer Straße 69

17034 Neubrandenburg

Telephone: 0395 / 45530

E-mail: neuwoba@neuwoba.de

www.neuwoba.de



Neuwoges

Neubrandenburger

Wohnungsgesellschaft mbH

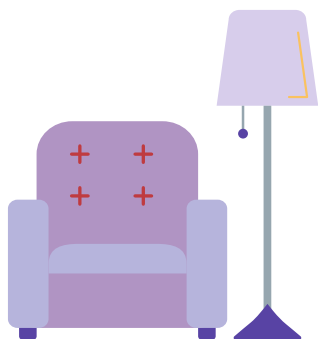
Stargarder Straße 7 a

17033 Neubrandenburg

Telephone: 0395 450 1 450

E-mail: kundenzentrum@neuwoges.de

www.neuwoges.de



There are also **people** who **rent out their properties privately**. You can find these people on platforms like **Facebook** in the "**Wohnungsmarkt in Neubrandenburg und Umgebung**" group or in the **eBay classifieds** under "**Housing**"/"**Wohnungen**".

Finances



As a woman in Germany, you can open a bank account by yourself and take sole control of your money! Having an account is important because in most cases any **money** you are entitled to can only be **paid in to a bank account**. For example, you might receive money into your account every month from Social Services, the Job Centre or your company. So it's important you have an account with a bank. **You can choose the bank yourself**. You can find all the different banks on the internet. If you would like an **account**, you will need an **address** and your **ID document**. You can give the address of a friend, an advice centre or any family you have living in Germany as your address. You can **always take someone with you** to your **appointment at the bank if you need help translating into German**. You should only sign something you understand here as well. If the bank rejects your application for an account, you can have this decision reviewed by the **German Federal Financial Supervisory Authority (or BaFin)**.

Telephones



As a woman in Germany, you have the right to have your own **phone/smartphone**. You can get **mobile phones on a contract** or **without one (pre-paid)**. If you go for a phone contract, you should read through the contract carefully. There are different contracts out there, some run for two years, others one year. Some contracts include international calls, others don't. If you don't want to take out a phone contract, you can buy a **pre-paid SIM card** for your phone. You can usually find these in the supermarket. You can put money on your card here to make calls or use the internet until the balance on your card runs out. Pre-paid cards are good because you only pay for what you use.



Ordering over the internet



If you are ordering something over the internet, you should only buy from **trustworthy** sellers or companies. You will notice that when you enter your contact details, the price is not too high or too low and the **total price** is also shown. It's a good idea to **check out reviews** of the shop.

If you have any more questions relating to the topic of finances, contracts and complaints, you can contact the **Verbraucherzentrale consumer advice centre** in Neubrandenburg:

Verbraucherzentrale Mecklenburg- Vorpommern Neubrandenburg

Kranichstraße 4a

Telephone: 0381 / 2087050

[www.verbraucherzentrale-mv.eu/
beratungsstellen/neubrandenburg](http://www.verbraucherzentrale-mv.eu/beratungsstellen/neubrandenburg)

Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)

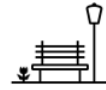
Telephone: 0228 / 299 70 299

www.bafin.de



There is **free WiFi** available in the **city centre in Neubrandenburg** (within the city walls). This WiFi is called **Lokalfuchs (meaning 'Local fox')**. You have to connect to the WiFi but no personal data will be collected when you do this.

Day Trips and Leisure Activities in Neubrandenburg



Day Trips

There are various **places** in Neubrandenburg that you can use for **day trips** or **taking a walk**, such as:

Behmshöhe viewing tower



Belvedere viewing tower



Reitbahnsee lake



Tollensesee lake



Hinterste Mühle
leisure facility



Images: private

Leisure activities

Neubrandenburg also has **special leisure activities for women**, for **your family** or for **your children**. The **latest offers** and **contact details** are:

Women's Meet-up at Café International

Tuesdays, 10-12 Uhr

Neutorstraße 7

17033 Neubrandenburg

Telephone: 017610092206

E-mail: kontakt@cafe-international.org

www.cafe-international.org/cafe-international

Inter-Cultural Garden

Am Reitbahnsee 38

17034 Neubrandenburg

Telephone: 03955706453

or 01749159899

E-mail: gbl@skbz-nb.de

Soziokulturelles Bildungszentrum

Neubrandenburg e. V. (Arche N.)

Sociocultural Education Centre

Reitbahnweg 38

17034 Neubrandenburg

Telephone: 0395 / 7880759

E-mail:

skbz-arche.e.v@t-online.de

www.skbz-nb.de

AWO Migrationszentrum Youth Migration Service in the City

Hr. Joel Ilchmann

Telephone: 0395 / 56607924

Mobile: 0173 / 8450319

E-mail: joel.ilchmann@awo-nb.de

CARibuni der Caritas

e.g. Music lessons, football,
parents' breakfast

Max-Adrion-Straße 45

17034 Neubrandenburg

Telephone: 0395 / 45550523

or 0178 / 3675 860

E-mail: caribuni@caritas-im-norden.de

www.caritas-mecklenburg.de/caribuni

DRK Kreisverband NB e. V.

Meeting Place and Migration Centre

Weidegang 9

17034 Neubrandenburg

Telephone: 0395 / 37951880

or 0174 / 167 0483

E-mail:

migration@neubrandenburg.drk.de

www.neubrandenburg.drk.de/angebote/migration/migrationsarbeit.html

CJD NORD

Kuviwa - Kultur Video Waren

Inter-cultural media workshop

Siegfried-Marcus-Str. 20

17192 Waren (Müritz)

Telephone: 0151 / 20593937

www.kuviwa.de

AWO Stadtverband NB e. V.

Family Centre

Friedrich-Engels-Ring 42

17033 Neubrandenburg

Telephone: 0395 / 5665371

E-mail:

familienbildungsstaette@awo-nb.de

www.awo-nb.de

ASB Regionalverband NB/MST e. V.

Residents' Meetings (East)

Einsteinstraße 21

17036 Neubrandenburg

Telephone: 0395 / 7615643

[www.asb-nb-mst.de/asb-](http://www.asb-nb-mst.de/asb-angebote/bewohnertreff-asb.html)

[angebote/bewohnertreff-asb.html](http://www.asb-nb-mst.de/asb-angebote/bewohnertreff-asb.html)

Neubrandenburg District Management

Nordstadt – Ihlenfelder Vorstadt

Ravensburgstraße 23

17034 Neubrandenburg

Telephone: 0395/ 4309634

or 0170 / 4532537

E-mail:

quartiersmanagement@neubrandenburg.de

[www.quartiersmanagement-](http://www.quartiersmanagement-neubrandenburg.de)

[neubrandenburg.de](http://www.quartiersmanagement-neubrandenburg.de)

ASB Regionalverband NB/MST e. V.

Residents' Meetings (South)

Neustrelitzer Str. 109

17033 Neubrandenburg

Telephone: 0395 / 4550919

[www.asb-nb-mst.de/asb-](http://www.asb-nb-mst.de/asb-angebote/bewohnertreff-asb.html)

[angebote/bewohnertreff-asb.html](http://www.asb-nb-mst.de/asb-angebote/bewohnertreff-asb.html)

City Office, Datzeberg

Max-Adrion-Straße 5

17034 Neubrandenburg

Telephone: 0395 / 4309699

or 0176 / 63184360

E-mail:

stadtteilbuero@asb-nb-mst.de

City Office, East

Juri-Gagarin-Ring 2

17036 Neubrandenburg

Telephone: 0395 - 77 82 4688

or 0152 / 2173 2136

E-mail:

stadtteilbuero.oststadt@asb-nb-mst.de



Nordstart NB Kiez Akademie

An der Hürde 1a
17034 Neubrandenburg
Telephone: 0395 / 3588216
E-mail: b.starck@nordstart-nb.de
www.nordstart-nb.de

City Office, South

Neustrelitzer Str. 109
17033 Neubrandenburg
Telephone: 0395 / 35175391
or 0176 / 64002034
E-mail:
stadtteilbuero.sued@asb-nb-mst.de

The **"dein nb"** smartphone app shows you the latest **leisure activities** and **cultural events** happening in Neubrandenburg. Just go to Events under the **nb Services** menu (in German).

Clubs for children and young people:

Jugendverein der Briefmarkensammler Neubrandenburg e. V. (stamp collecting)

Johanna-Kinkel-Straße 1
17033 Neubrandenburg
Telephone: 0395 / 7072557
www.NB-Phila.tk

Alternatives Jugendzentrum e. V. (alternative youth centre)

Seestraße 12
17033 Neubrandenburg
E-mail: email@ajz-nb.de
www.ajz-nb.de

ASB Regionalverband NB/MST e. V. Children and Young People Meet-Ups Konnex

Neustrelitzer Straße 107
17033 Neubrandenburg
Telephone: 0395 / 4555303
E-mail: hannes.below@asb-nb-mst.de
www.asb-nb-mst.de/asb-angebote/konnex.html

Friends of the Earth Germany (BUND)

Young Friends

Friedländer Straße 12

17033 Neubrandenburg

Telephone: 0395 / 56 66 512

E-Mail: info@bund-neubrandenburg.de

www.bund-neubrandenburg.de/

bundjugend/aktivengruppe

polylux e. V.

Alfred-Haude-Straße 7

17034 Neubrandenburg

Telephone: 0395 / 35176530

E-mail: post@polyluxev.de

www.polyluxev.de

Sozial- und Jugendzentrum

Hinterste Mühle gGmbH

(Social and Youth Centre)

▼ Hinterste Mühle 2

17033 Neubrandenburg

Telephone: 0395 / 769590

E-mail: sjz@hinterste-muehle.de

www.hinterste-muehle.de

Landjugendverband Mecklenburg-

Vorpommern e.V. (Regional Youth

Association)

Trockener Weg 1b

17034 Neubrandenburg

Telephone: 0395 / 451 3607

E-mail: laju-mv@gmx.de

www.laju-mv.de

T.O.N.I. e. V. Neubrandenburg

Uns Hüsung 29 / 31

17034 Neubrandenburg

Telephone: 0395 / 557 914 65

E-mail:

toni-ev@gmx.de

www.toniverein.de

Jugendkunstschule Junge Künste

NB e.V. (arts school)

An der Hochstraße 13

17036 Neubrandenburg

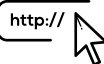
Telephone: 0395 / 77824823

www.junge-kuenste.de



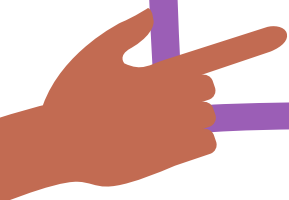
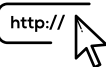
If you are receiving **benefits**, you can apply for the **education card** for your **child if they are aged 0 to 25 years old**. You can use the education card to **cover some or all of the costs of lunch at daycare** or at **school, school trips, excursions, school supplies, tutoring and leisure activities** for your child. For more information, visit the education card website (in German):

www.bildungs-karte.org



or the **Mecklenburgische Seenplatte Region website**
(in various languages):

www.lk-mecklenburgische-seenplatte.de/Angebote/Soziales-Familie/Bildung-und-Teilhabe



And so, this guide comes to an end



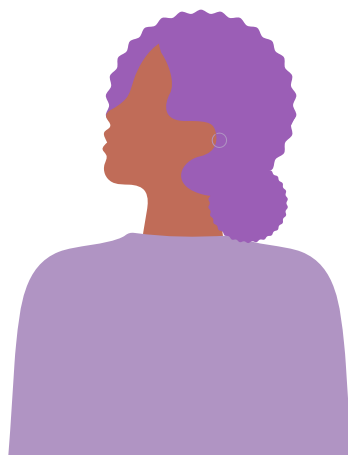
One more tip for you:

The information in this book may change. Laws can change, for example, as can leisure activities and advice services.

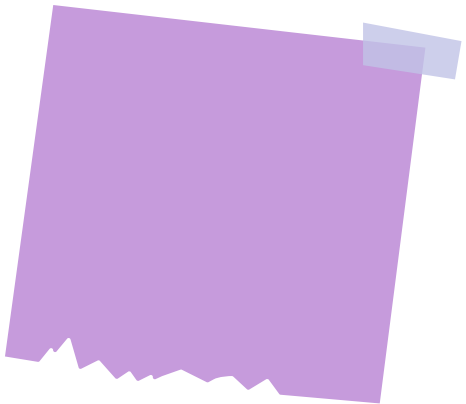
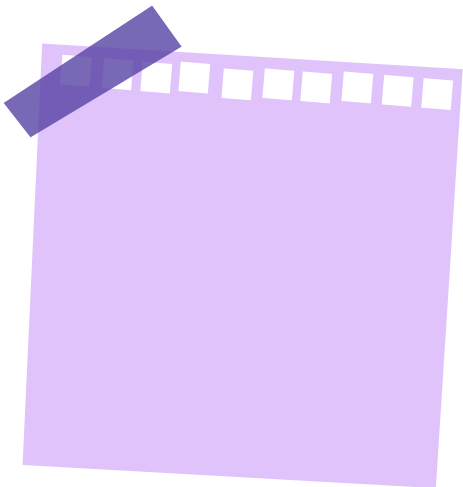
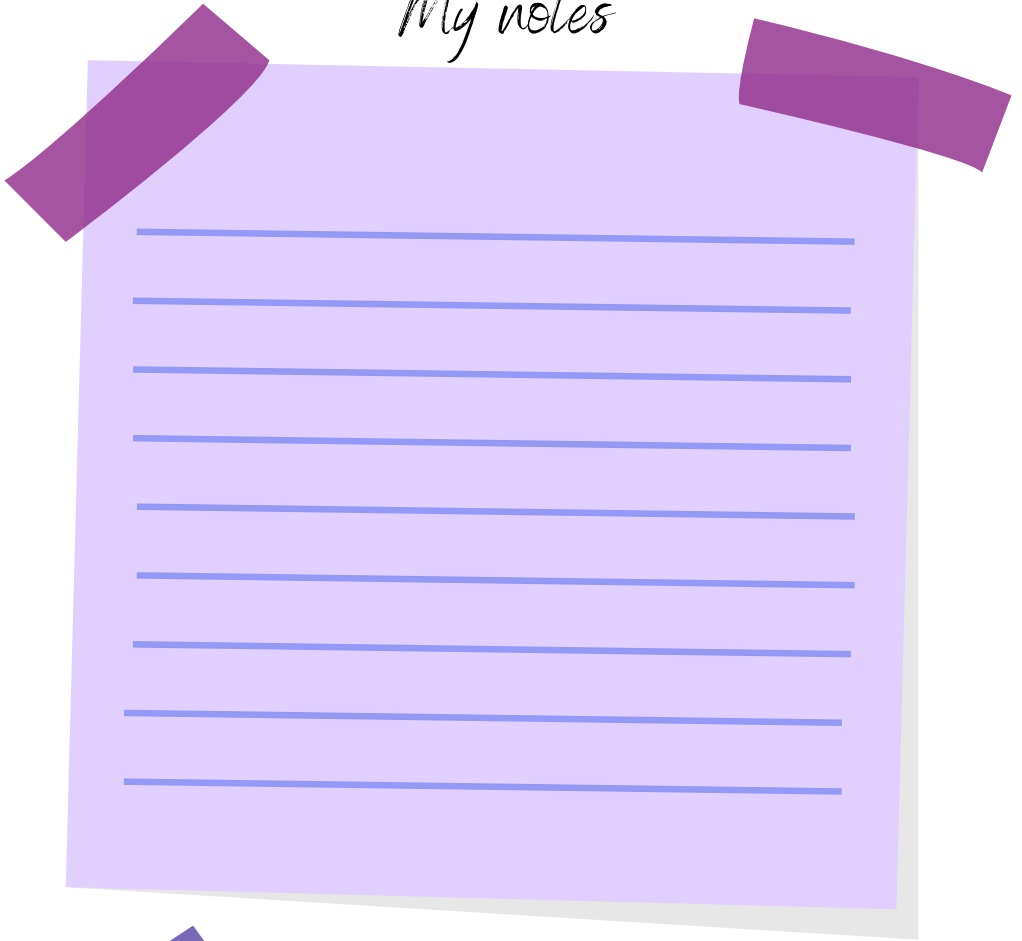
It is therefore important that if you have any questions, the first thing you do is contact an advice centre or public authority to check the information I've given you. Don't just follow the information in this book!

I wish you all the best

Yours. Lila



My notes



Legal notice

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