

## **A practical guide for people returning to Germany**

After landing at Frankfurt Airport, you will be interviewed by the border police. After this you should ask them to direct you to the airport Social Services Office. Social Services at the airport will help you find temporary accommodation. This will most likely be in a shelter in the centre of Frankfurt.

If you have to find your **temporary accommodation** alone here are some useful addresses:

**1. Rudolfstrasse 18,  
Tel. 069 25 62 70 0**

This is in the area of the main railway station and is for homeless men only.

**2. Weser 5 Diakoniezentrum (for men only),  
Weserstrasse 5**

In the area of the main train station. This shelter has emergency overnight beds as well as temporary housing (39 beds). It has a day-centre with books, beds, meals and occasional food packages. Social workers are also available and able to give assistance.

**Emergency overnight accommodation: Tel. 069 271 358-0**  
**Temporary accommodation: Tel. 069 271-358-122**

**3. Sozialzentrum am Burghof  
Am Burghof 43 – 45  
603437 Frankfurt am Main-Kalbach  
Tel. 069 509280**

42 beds for men and women. The **emergency beds are for women only**. This is in the area of town called Kalbach which is accessible from the city centre by the underground line U2, about a 20/25 min. ride.

**4. „Haus Lilith - Wohnen für Frauen“  
Diakonisches Werk  
Alfred-Brehm-Platz  
Frankfurt am Main**

**Telephone: +49 (0)69 9435020 Telefax: +49 (0)69 94350213**  
**E-Mail: [lilith@zefra.de](mailto:lilith@zefra.de) Internet: <http://www.zefra.de/lilith>**

Temporary accommodation for women.

### **Cultural differences and general tips**

Germany is known for its bureaucracy and you can expect to spend a good amount of time waiting at various institutions like the Rhein Main Job Center where you apply for social benefits and health insurance. You will find that service orientation is very different to the United States. You may not get a friendly welcome at the institutions. If you do not speak German you may find it difficult and they may refuse to help you without a translator. You may need to find a friend or Social Worker who is willing to accompany you to get your papers sorted. There are various volunteers from church that will help. Details of the church are coming up later in this leaflet.

Note the **telephone codes**:

For Americans calling you here in Germany they will have to dial 01149 69  
(49 is the code for Germany, 69 is the code for Frankfurt)

If someone calls you from a Germany town outside Frankfurt they will need to dial 069

If you make calls inside Frankfurt you omit the 069 and simply dial the specific number of the person you are trying to reach.

### **Getting your social benefits**

If you are staying in a shelter you are entitled to Social benefit (ALGII), approx. EUR 280€ per month. From this you will need to finance your food, clothing, telephone costs and other living expenses. You will need to go to the Jobcenter to apply for this.

The address is: Mainzer Landstrasse 315

Take Tram 11 from the main train station (“Hauptbahnhof”) in the direction of Zuckschwerdtstrasse

### **Using public transport**

Frankfurt has an extensive and easy to use public transport system. There are:

Type of transport	German term
Subway	U-Bahn
Commuter train	S-Bahn
Buses	Bus
Streetcars/Trams	Strassenbahn
Train	Zug

You need to purchase a ticket to ride on any of the trains or buses. Single tickets can be purchased from ticket machines at the stations. There is a button with a flag; if you press this button you can switch the language of the machine to English.

**If you don't buy a ticket you risk incurring a fine of EUR 40 each time!**

If you do this on a repeated basis your fines will add up and you will face criminal charges. It is not an option to travel without a ticket.

### **Getting your German ID card**

Social Workers in your hostel can advise you on this process.

### **Food/Meals**

#### **Supermarkets**

There are various supermarkets in Frankfurt and various price categories. For the best value-for-money food you need to shop at:

“Aldi”, “Penny Markt”, “Lidl” or “Plus”

“Schlecker” is also good for cheap toiletries.

You can get lots of good bargains there and these stores are therefore strongly recommended.

Note the German **opening hours**. Most supermarkets are open from 8am till 8pm Monday through Saturday. All shops are closed on Sundays and public holidays.

## Free meals

Free meals or meals for a small contribution can be obtained at:

- Franziskustreff/Liebfrauenkirche, (near Hauptwache)  
Tel. 29 72 96 14, Mon, Tues, Thurs, Fri 08:00 – 11:30,  
Wed. 13:30 – 17:30, Sat. 08:00 – 11:30. Cost 50 cents
- Bahnhofsmision (main train station mission):  
Tel. 23 44 68  
Every day 07:00 – 09:00 and 16:00 – 18:00, cold food
- Tagesstätte Hagenstraße, Hagenstraße 2  
Tel. 49 06 35  
Open 08:00 – 21:00, Lunch 11:30 – 14:30, Evening meal 17:00– 19:30.  
Cost EUR 1,10. Warm food
- Caféstube Gutleut, Gutleutstr. 121  
Tel. 24 24 94 84  
Mon, Wed., Fri. 11:30 – 17:00, Sat. Sun 12:00 – 16:00. Approx. EUR 3
- Tagescafé Affentorplatz 2,  
Tel. 62 35 59  
Mon, Tues. Thurs. 08:00 – 17:00, Fri. 08:00 – 13:00, Sat. 08:00 – 12:00.  
Free of charge.
- Essensausgabe Affentorplatz 2,  
Tel. 62 63 80  
Mon.- Wed. And Fri. 08:30 – 13:30, Thurs. 09:00 – 12:00. Cost EUR 0.50
- Lisbeth-Stubb, Affentorplatz 1,  
Tel. 60 325 331,  
Mon. – Thurs. 13:30 – 17:00  
For women only. Shower, washing machine, clothes

## Social Workers

If you are staying in a shelter like Rudolfstraße, there will be Social Workers who will be able to answer any questions you have and who can give you advice.

## Support Networks

There are a number of volunteers at church who are willing to give support. A good idea is to come to a service at **the Church of Christ-the-King**. Sunday services start at 11am and are always followed by coffee at approx. 12.30. But even if you don't feel comfortable with church services, you are welcome to just come for coffee and a chat. The address is **Sebastian-Rinz-Str. 22**. near the Grüneburg Park. Take the U1, U2 or U3 to "Miquel-/Adickesallee" and walk towards the park with the traffic coming towards you. The church (a 1950s style building) is on the left side of the road. Alternatively take Bus 32 to "Grüneburg Park".

It is also possible to get in touch with the church office which is open:  
Mon. – Thurs. 08:00 – 13:00.

**Tel. No. 55 01 84.** E-mail: [office@christ-the-king.net](mailto:office@christ-the-king.net)

The Parish Administrator who will take your call is Renate Fraiss. She speaks

German and English.

## **Medical Care**

You will be entitled to medical insurance from the state.

You will be obliged to pay a fee of EUR 10 per quarter year for a **doctor's visit**. However if you visit the first doctor and pay your EUR 10 and need to see a second specialist doctor you should get an "Überweisung" (transfer) from the first doctor. This does exempt you from paying the second doctor another EUR 10. Any subsequent visits in the same quarter to the first or second doctor are free. If you keep the receipts for the EUR 10, when you have reached EUR 40/80 then you can apply for an exemption with your health insurance company for this fee. You should also keep all receipts for prescription charges.

If you go to the **dentist** you will also have to pay the EUR 10 quarterly fee.

Alternatively here are some places where you can get **medical care** while your paperwork is being processed.

1. Elisabeth-Straßenambulanz (street medical centre)  
Allerheiligenstr. 30 (downtown, not far from the Konstablerwache)  
Opening times:  
Mon, Tues, Wed, Fri 09:00 – 14:00  
Thurs. 09:00 – 13:30  
Mondays 14:30 – 16:00 (women only)

2. LAZARUS Wohnsitzlosenhilfe e.V. (Society supporting the homeless)  
Affentorplatz 2  
60594 Frankfurt am Main  
Tel.: (069) 62 35 59  
Fax: (069) 603 17 70  
Ambulanz, Tel.: (069) 61991590  
E-mail: info@lazarus-frankfurt.de

Opening times for medical help:  
Mon. – Fri. . 08:00 – 14:00

## **Learning the German language**

If you only speak a little or no German at all then it will help you to learn quickly. The Rhein Main Jobcenter can help with the application for an integration course in German language.

It is possible to do a part time job, where again the application goes through Jobcenter. **You are only allowed to earn up to 160€ per month in addition to your social benefits!**

## **The Frankfurt Pass**

This entitles you to a discounted monthly pass for the public transport system as well as discounted entrance to swimming pools, cinema and museums. This card can be applied for at the "Sozialamt".

The Frankfurt Pass is connected to your social benefits (ALGII) and valid for 6 months. Every 6 months you will have to reapply for your benefits and Frankfurt Pass.

### **Telephone/Internet**

There are various **internet café** type shops where you can go online or use a phone booth to call fairly cheaply. However, it is always advisable to ask the price before using the service.

There are also **mobile phone shops**. **If you decide to purchase a cell phone choose the pre-paid option only! Don't get talked into a contract!!!**

### **Clothing**

#### 1. Familienmarkt (Family Market)

Address: Freiligrathstrasse 37-39 in Frankfurt-Bornheim

Take the U4 to "Bornheim Mitte" station and walk down the Mainkurstrasse till you reach the Freiligrathstr. Turn right, the market building is on the right. Or take Streetcar 14 to the stop "Freiligrathstraße". Walk in the direction of travel, cross the road on your left. You will see the entrance to the Freiligrathstrasse.

Opening hours: Mon – Wed. 09:00 – 11:30 and 13:00 – 15:30, Thurs. 09:00 – 11:30

#### 2. Kleidermarkt Rotes Kreuz (Clothing market of the Red Cross)

Address: Großes Seestraße 30 in Frankfurt-Bockenheim, near the university.

Take the S3 – S6 to "Westbahnhof" or take the U6 or U7 to "Leipzigerstrasse".

Opening hours: Tues. Wed. 10:00 – 13:00, Thurs. 13:00 – 16:00

For **cheap new clothes** and other non-food items, try:

- Kik Textiles, Zeil 41, diagonally opposite C + A, just off Konstablerwache.
- For cheap women's shoes, try: "Sexy Queen Shoes", beside the public restrooms in the underground shopping area at Hauptwache station.
- Look out for cheap "end of line" outlets selling everything and anything in the underground shopping mall at the main station ("Hauptbahnhof") and Konstablerwache Station.

## Mini Essential language guide

Guten Tag	Good day, hello
Guten Morgen	Good morning
Guten Abend	Good evening
Gute Nacht	Good night
Hallo	Hi
Tschüss	ciao/bye
Bitte	Please
Danke	Thanks
Ich heisse...	my name is...
Wie heissen Sie?	What is your name? (formal and strangers)
Wie heißt Du?	What is your name? (informal)
Wie komme ich zum Bahnhof?	How do I get to the station?
Sprechen Sie Englisch?	Do you speak English
Ich verstehe nicht	I don't understand
Bahnhof	train station
Strasse	street
Platz	plaza
Haltestelle	stop (e.g. streetcar Stop)
S-Bahn	Commuter train
Strassenbahn	Streetcar
U-Bahn	subway
Bus	Bus
Fahrkarte	Ticket
Ausgang	Exit
Supermarkt	Supermarket
Apotheke	pharmacy
Krankenhaus	Hospital
Arzt	Doctor
Arzt Praxis	Doctor's Office
Krank	Sick (ich bin krank – I am sick)
Medikamente	medication
Krankenversicherung	health insurance
Krankenkasse	health insurance company
Krankenkasskarte	health insurance card