

Student Guide

For Social Issues



**Information for students about
helping offers in and around the
city of Kleve.**

Preface

Dear Readers,

This guide will provide you with the needed information and contacts regarding your personal issues.

We are aware of the fact that in today's fast moving world there have been some changes in the data which we could not take into account. The information in this guide is from August 2014 therefore we cannot guarantee the authenticity of all information provided.

This Student Guide is created in cooperation with Anica Waldendorf, Vania Faraj, Jana Hefner and Carolin Witjes (Gender and Diversity Students, Rhine-Waal University of Applied Sciences) as the result of their work experience with the Equal Opportunity Office, city of Kleve.

We suggest that you make this guide your personal advisor. You will find an overview of the offers and services available in the city of Kleve.

The Equal Opportunity Officer in the city
of Kleve

Yvonne Tertilt-Rübo



First Numbers You Should Know:

Emergency Services Number:

112

Use this number in all emergencies concerning health and fire.

Police Emergency Services Number:

110

Use this number if you need the police urgently.

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1. Special Offers for Women and Men

Frauenberatungsstelle IMPULS **Women's Counselling Centre IMPULS**

Frauen helfen Frauen e.V.

Voßstraße 28

47574 Goch

Telephone: (+49) 02823/419171

Fax: (+49) 02823/419172

E-Mail: info@FB-Impuls.de

Internet: www.fb-impuls.de

Offer: Counselling and support in all situations of life, focus on: domestic and sexual violence, eating disorders, stalking, bullying, counselling for problems in the family or partnerships, separation and divorce, counselling also available in Geldern, Emmerich am Rhein und Kleve, please make an appointment.

Counselling Focus

The staff at the women's counselling centre IMPULS offers women who have suffered domestic violence professional, short term and individual support. They inform victims about the different possibilities to be legally protected and support the victim in their forthcoming decisions and in taking the necessary practical steps. The women's counselling centre offers a sheltered environment in which women can speak about their experiences and mentally process the violence that they have suffered. The counselling is orientated towards stabilising women in a critical living situation and to develop new perspectives on life.

Offers of aid:

- crisis intervention if the police has issued a restraining order
- counselling, support and help to become stable in the case of threatening, acute or relived acts of violence
- working closely with other institutions, especially the police in the district of Kleve
- preventative measures for women and girls
- multiplication training

Frauenhaus
Women's Shelter
AWO Kreisverband Kleve e.V.
Postfach 13 30
47533 Kleve

Telephone: (+49) 02821/12201
Fax: (+49) 02821/70940
Email: awo-frauenhaus-kleve@t-online.de
Internet: www.awo-kreis-kleve.de

Offer: Help for beaten women

Every woman who is affected by acute or threatening physical and/or psychological violence can seek information and advice at the women's shelter. The counselling is free and confidential.

Hotline 02821/12201

Admittance

The admittance into the women's shelter is possible during the day and at night time, irrelevant of nationality, confession or income. Women without an income or money have a right to social benefits.

Sheltered living environment

The women's shelter is burglar-proof. The address is anonymous and is not given to third parties. If necessary there is a fast connection to the police.

Counselling, Support and Accompaniment for women and their children

Professionally trained staff individually counsel women and orient themselves along the life concept of each individual women. During counselling the suffered violence can be processed and further decisions can be considered. Where it is necessary it is possible to be accompanied to authorities, doctor's appointments, appointments with lawyers and court dates etc. The women's shelter supports affected women in securing an income, sorting out accommodation and the living situation, educational issues, maintenance questions, custody issues, divorce issues, issues concerning right of residency and the search for other counselling institutions.

Children that come to the women's shelter with their mothers are either directly (through physical, psychological or sexual violence) or indirectly (through an atmosphere of aggression, fear and threat) confronted with domestic violence. The appropriate handling of the crisis, supporting the children and the cooperation with schools and other institutions is part of the work with children in the women's shelter. The protection of children includes the protection from violent assault by the mothers of the children.

NETZ-Gruppe Kleve e.V.

Rütgerstraße 4
47533 Kleve

Telephone: (+49) 02821/798292
Fax: (+49) 02821/798292
E-Mail: netzgruppe-kleve@t-online.de
Internet: www.netzgruppe-kleve.de

Offer:

- Support and advice for young women and girls (16-26 years) who are in a difficult or dangerous situation
- Support in the construction of a day structure
- Support at the reintegration in school or job-related actions
- Support at the independent and the personal development
- Support of young women who have experienced sexual, physical and spiritual violence and/or are threatened/affected by homelessness
- Intensive support into crisis situations
- Support at problems like threat and abuse by family and friends
- **On-call telephone: (+49) 0152/09995587**

SkF Sozialdienst e.V. Kleve
SkF Social Services in the District of
Kleve

FrauenFachberatungsstelle
Women's Counselling Services for women
who are threatened to be left homeless or
are homeless

Turmstraße 36e
47533 Kleve

Telephone: (+49) 02821/7513-23,- 22

Fax: (+49) 02821/7513-13

Email: info@skfkleve.de

Internet: www.skf-kleve.de

Offers:

- Support for securing the material basis of existence
- Counseling and company with regulatory affairs
- Establishment of a postal address
- Support for securing necessary acute health care in the case of illness
- counseling and company with obtaining and maintaining of accommodation or an apartment and a training program or a place of employment
- Assistance to overcome social isolation
- Support with the regulation of personal matters
- Mediation to other special services and to residential facilities
- Sanitary facilities for personal hygiene and to do laundry
- A weekly breakfast offer for women
- Offers for recreational activities as well as day trips

SkF - Betreutes Wohnen für Frauen
Assisted living for women in
special circumstances

Turmstraße 36e
47533 Kleve

Telephone: (+49) 02821/7513-24,- 25

Fax: (+49) 02821/7513-13

Email: info@skfkleve.de

Internet: www.skf-kleve.de

Offers:

- Support for securing the material basis of existence
- Counseling and company with regulatory affairs
- Support for securing necessary acute health care in the case of illness
- counseling and company with obtaining and maintaining of accommodation or an apartment and a training program or a place of employment
- Assistance to overcome social isolation
- Support with the regulation of personal matters
- Mediation to other special services and to residential facilities
- Offers for recreational activities as well as day trips

Together Kleve Boys

SVLS e.V.

Radhaus

Sommerdeich 37

47533 Kleve

Opening hours: every 1. & 3. Tuesday of a month 18:00-24:00 o'clock – only male

Offer: Meeting point for gays.

E-mail: Kleve@together-virtuell.deInternet: www.together-virtuell.de**Together Kleve Girls**

SVLS e.V.

Radhaus

Sommerdeich 37

47533 Kleve

Opening hours: every 2. Tuesday of a month 18:00-22:00 o'clock – only female

Offer: Meeting point for lesbians and female bisexuals.

Telephone: (+49) 02151/4496930

Internet: www.together-virtuell.de**Lebenslust Beratungsstelle*****Counselling Centre***

SVLS e.V.

Friedrichstraße 20

45468 Mülheim an der Ruhr

Offer: Counselling regarding questions about sexuality, sexual identity & sexual health. Personal counselling, counselling via Telephone or E-mail and anonymous counselling possible.

They have different telephone numbers and e-mail addresses regarding to the different counselling topics. Check the number or address you need on their homepage: www.lebenslust-beratungsstelle.de.

Internet: www.lebenslust-beratungsstelle.de

2. Counselling for Pregnant Women and their Options

AWO Kreisverband Kleve e.V.

Schwangerschaftsberatung

Pregnancy Counselling

Thaerstraße 21

47533 Kleve

Offer: Counselling Centre about pregnancy options, partnership and sexuality.

Telephone: (+49) 02821/8993949

Fax: (+49) 02821/8993959

E-Mail: beratung@awo-kreiskleve.de

Internet: www.awo-kreiskleve.de

Diakonisches Werk im Kirchenkreis Wesel e.V.

Pregnancy Options Counselling Centre

Königstraße 7

46446 Emmerich am Rhein

Offer: Counselling about pregnancy options and family planning

Telephone: (+49) 0281/156210

Fax: (+49) 02821/15650

E-Mail: info@diakonie-wesel.de

Internet: www.diakonie-wesel.de

Donum vitae e.V.

Albersallee 140

47533 Kleve

Offer: Counselling about pregnancy options, before, during and after prenatal diagnosis, after an abortion, after a miscarriage, premature birth or still birth and in case of infertility.

Telephone: (+49) 02821/979256

Fax: (+49) 02821/979257

E-Mail: info@donumvitae-moers.de

Internet: www.donumvitae-kleve.de

Sozialdienst katholischer Frauen e.V. Kleve

Social Services Catholic Women

Turmstraße 36 a

47533 Kleve

Offer: Pregnancy counselling and accompaniment, sex education.

Telephone: (+49) 02821/7513-12, -17
oder -18

Fax: (+49) 02821/751313

E-Mail: info@skf-skm-kleve.de

Internet: www.skf-skm-kleve.de

Hilfetelefon für Schwangere

Helpline for pregnant women

Anonymous and safe

Telephone: (+49) 080004040020

Internet: www.geburt-vertraulich.de

Having to keep a pregnancy secret can be very difficult. We make sure that you don't have to face your fear and desperation alone. We are here for you.

Our 'pregnant women in distress' support hotline is free to use and available 24 hours a day. We offer counselling in many different languages with the help of female interpreter.

In future, the deaf or hard of hearing will also be able to call a upon free interpreting services (sign language) via our website.

3. Health

AIDS Hilfe Kreis Kleve e.V.

AIDS Help

Regenbogen 14
47533 Kleve

Offer: Information and help for the affected and family members.

Telephone: (+49) 02821/768131

Fax: (+49) 02821/4608931

E-Mail: info@aidshilfe-kleve.info

Internet: www.aidshilfe-kleve.info

Brustzentrum linker Niederrhein

Breast Centre Left Niederrhein

Wilhelm-Anton-Hospital gGmbH
Voßheider Str. 214-232
47574 Goch

Telephone: (+49) 02823/8910

Fax: (+49) 02823/891425

E-Mail: info@wilhelm-anton-hospital-goch.de

Internet: www.brustzentrum-linker-niederrhein.de

Offer: In the certified Breast Centre Left Niederrhein all diseases of the breast are diagnosed and treated.

Diabetiker Selbsthilfegruppe

Self-help group for Diabetics

For type I and II diabetics
Alte´s Heerenberger Str. 4
46446 Emmerich am Rhein
Offer: Self-help group

Telephone: (+49) 02822/51429

E-Mail: h.heesch@aol.com

Internet: www.ddb-nrw.de

Frauenselbsthilfegruppe nach Krebs

Women's Self-help Group after Cancer

Kapellenberger Weg 139
46446 Emmerich am Rhein

Offer: Catch – Inform – Accompany/The affected counsel the affected.

Telephone: (+49) 02822/53330

E-Mail: sfh-nach-krebs-nrw@freenet.de

Internet: www.frauenselbsthilfe.de

Frauenselbsthilfegruppe nach Krebs

Women's Self-help Group after Cancer

Gruppe Geldern/Goch -
Ansprechpartnerin Gudrun Gablik
Klever Straße 181
47608 Geldern

Offer: Catch – Inform – Accompany/The affected counsel the affected.

The counselling centre in Goch is on Voßheider Str. 214 in 47574 Goch

Telephone: (+49) 02831/9767995

Mobil: (+49) 0151/19416511

E-Mail: gudruns-aloeteam@gmx.de

Internet: www.frauenselbsthilfe.de

For information regarding the morning after pill and contraception please refer to chapter 12 "Medication and Emergency Services" or the pregnancy counselling centres.

4. Psychosocial Institutions

Diakonie im Kirchenkreis Kleve e.V.
Diaconal Work in the Church District
Brückenstr. 4
47574 Goch

Offer: Help and support

Offer: The inpatient psychosomatic rehabilitation is integrated into a healthcare network, which consists of outpatient and inpatient therapy and aftercare as well as prevention and care.

Telephone: (+49) 02823/930227
Fax: (+49) 02823/9302726
Internet: www.diakonie-kkkleve.de
Internet: www.gelderlandklinik.de

Euregionales Selbsthilfe-Büro
Self-help Office

Cross-border coordination and
counselling point for self-help
Lohstätte 4
47533 Kleve

Offer: Counselling, information, and mediation regarding questions about self-help and cross-border health care. The counselling can take place in Dutch if required.

Telephone: (+49) 02821/78000
Fax: (+49) 02821/91366
E-Mail: selbsthilfe-kleve@paritaet-nrw.org
Internet: www.kleve.selbsthilfenetz.de

Frauenberatungsstelle IMPULS
Women's Counselling Centre IMPULS

Frauen helfen Frauen e.V.
Women help women
Voßstraße 28
47574 Goch

Offer: Counselling and support in all situations of life, focus on: domestic and sexual violence, eating disorders, stalking, bullying, counselling for problems in the family or partnerships, separation and divorce, counselling available in Geldern, Emmerich am Rhein and Kleve – please make an appointment.

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Fax: (+49) 02823/419172
E-Mail: info@FB-Impuls.de
Internet: www.fb-impuls.de

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- preventative measures for women and girls
- multiplication training

**IJL Initiative Jugendhilfe und
Lebensberatung e.V.
Initiative Youth Help and Life
Counselling**

"Cafe Hope"

Regenbogen 14

47533 Kleve

Offer: Contact and counselling centre for children and youths aged 14 – 27; lunch on Tuesday, Thursday and Sunday.

Telephone: (+49) 02821/4608931

E-Mail: ijl@gmx.de

Internet: www.cafehope.de

**Interessengemeinschaft Krebs e.V.
Syndicate Cancer**

Contact Persons: K. Steiner und Dr. H. Schmidt

Blumenstraße 9

47533 Kleve

Offer: Complementary-oncological counselling, meditation and discussions in small groups, information evenings with varying topics.

Telephone: (+49) 02821/976256

Fax: (+49) 02821/976256

E-Mail: ig.krebs.kleve-k.steiner@web.de

**Kreisgesundheitsamt Kleve -
Sozialpsychiatrischer Dienst
Local health department –
socialpsychiatric service**

Nassauer Allee 15 - 23

47533 Kleve

Telephone: (+49) 02821/85326

Fax: (+49) 02821/85250

E-Mail: info@kreis-kleve.de

Internet: www.kreis-kleve.de

**LVR-Klinik Bedburg-Hau
LVR-Clinic Bedburg-Hau**

Clinic "Haus Fahnenkamp"

Fahnenkamp 1

47551 Bedburg-Hau

Offer: Psychotherapy for addiction, comorbidity, hippo therapy, sport, relaxation, swimming, shaping, drama and music therapy.

Telephone: (+49) 02821/813722

Fax: (+49) 02821/813794

E-Mail: chistiane.thomas@lvr.de

Internet: www.lvr.de

**LVR-Klinik Bedburg-Hau
LVR-Clinic Bedburg-Hau**

Addiction and trauma ambulance

Bahnstraße 6

47551 Bedburg-Hau

Offer: Treatment, assistance and care of psychologically and neurologically ill people.

Telephone: (+49) 02821/81-3790 oder -
3792

Fax: (+49) 02821/813795

E-Mail: marco.alcantara@lvr.de

Internet: www.rk-bedburg-hau.lvr.de

LVR-Klinik Bedburg-Hau
LVR-Clinic Bedburg-Hau

Station for qualified drug detoxification
"Jonathan"

Zur Mulde 5

47551 Bedburg-Hau

Offer: Inpatient treatment for qualified detoxification.

Telephone: (+49) 02821/81-3713 oder -
3714

Fax: (+49) 02821/813796

E-Mail: rkbed.station19leitung@lvr.de

Internet: www.rk-bedburg-hau.lvr.de

LVR-Klinik Bedburg-Hau
LVR-Clinic Bedburg-Hau

Outpatient department - Sternbuschlinik
Nassauer Allee 93 - 97

47633 Kleve

Offer: Outpatient psychological treatment.

Telephone: (+49) 02821/813050

Fax: (+49) 02821/813098

E-Mail: rkadam.krakiewicz@lvr.de

Internet: www.rk-bedburg-hau.lvr.de

Mobbing Selbsthilfegruppe
Bullying Self-help group

Psychoterror at the workplace

Schulstr. 32

47574 Goch

Offer: Self-help group for the affected, relatives, partners and those interested.

Telephone: (+49) 02823/419110

E-Mail: Ulrike@hemsink.net

Internet: www.selbsthilfenetz.de

Papillon Verein für
sozialtherapeutische Angebote und
Beratung e.V. Kleve

Papillon Association for
Socialtherapeutic Offers and
Counselling

Sozialpsychiatrisches Zentrum Kleve

Socialpsychiatric Centre Kleve

Sackstr. 88

47533 Kleve

Offer: Counselling for mentally ill people and their relatives, mediation of help offers, crisis counselling and the individual planning of care.

Telephone: (+49) 02821/775060

Fax: (+49) 02821/775065

E-Mail: k.Morisse@vereinpapillon.de

Internet: www.vereinpapillon.de

5. Addiction Support

AA Alcoholics Anonymous

Internet: www.anonyme-alkoholiker.de

Familienbildungsstätte

Regenbogen 4-6

47533 Kleve

Offer: The main goal is to become clean, to stay clean and to help other alcoholics to become clean. (Also in Geldern, Kalkar, Kevelaer, Rees-Haldern, Goch, Emmerich)

AHG Therapiezentrum Haus Dondert

Telephone: (+49) 02832/95340

AHG Therapy Centre House Dondert

Fax: (+49) 02832/953440

Sozialtherapeutisches Zentrum

E-Mail: akreuels@ahg.de

Socialtherapeutical Centre

Internet: www.ahg.de

Dondertstraße 85

47623 Kevelaer

Offer: Inpatient and outpatient long-term support of men and women with chronic addiction.

Caritasverband Kleve e.V.

Telephone: (+49) 02821/720990

Caritas Association Kleve e.V.

Fax: (+49) 02821/720993

Beratungsstelle für Suchtfragen

E-Mail: g.engler@caritas-kleve.de

Counselling Centre for Addiction

Internet: www.caritas-kleve.de

Hoffmannallee 66a-68

47533 Kleve

Offer: Counselling for addicts and their relatives. (Also in Kleve, Goch, Kevelaer and Emmerich.)

Deutscher Guttempler Orden

Telephone: (+49) 02821 / 93891

German Guttempler Order

Fax: (+49) 02802/80322

Local Group "Geborgenheit (Security)"

E-Mail: [geborgenheit@guttempler-](mailto:geborgenheit@guttempler-nrw.de)

Weeze

[nrw.de](mailto:geborgenheit@guttempler-nrw.de)

Fährsteg 6

Internet: www.guttempler.de

47652 Weeze

Offer: Information and help for alcohol and medicine addiction problems.

Diakonie Werk im Kirchenkreis Kleve e.V.

Telephone: (+49) 02823/93020

Diaconal Work in the Church District Kleve e.V.

Fax: (+49) 02823/930225

Internet: www.diakonie-kkkleve.de

Care Association

Brückenstr. 4

47574 Goch

Offer: Assistance according to the assistance law for people with psychological or mental disabilities.

Drogeninitiative Elternkreis Emmerich e.V.

Druginitiative PTA Emmerich e.V.

Member of the joint welfare association
DPWV

Gerhard-Stormstr. 56

46446 Emmerich am Rhein

Offer: Illegal substance addiction, focus on heroin consumption.

Telephone: (+49) 02822/9156988

Fax: (+49) 02822/9156992

E-Mail: hhxxc@t-online.de

Internet: www.kleve.paritaet-nrw.org

Freundeskreis Goch -

Selbsthilfegruppe für

Suchtkrankenhilfe

***Circle of Friends Goch – Self-help
group for addicts***

van-den-Bosch Str. 17

47574 Goch

Offer: Discussion group for addicts and their relatives.

Telephone: (+49) 02823-80029

Fax: (+49) 02832/9716964

E-Mail: info@freundeskreis-goch.de

Internet: www.freundeskreis-goch.de

Trägerverband Ambulante

Rehabilitation Sucht im Kreis Kleve

Carrier Outpatient Rehabilitation

***Association Addiction in the Kleve of
district***

Union of Caritas, Diakonie and Rhine

Clinics Bedburg-Hau

Hoffmannallee 66a-68

47533 Kleve

Offer: Outpatient weaning therapy/rehabilitation for alcohol and medication addiction.

The counselling centre in Goch is located at Brückenstr. 4, 47574 Goch,

02823/930227.

Telephone: (+49) 02821/72090

E-Mail: info@caritas-kleve.de

Internet: www.caritas-kleve.de

6. Violence

**Netzwerk Der Runde Tisch für ein
gewaltfreies Zuhause**

***Network The Round Table for a
Violence Free Home***

City of Kleve-Equal opportunity officer
Landwehr 4-6
47533 Kleve

Offer: Network group for a violence free home. (Also in Goch, Emmerich, Geldern)

Telephone: (+49) 02821/84279

Fax: (+49) 02821/23759

E-Mail: yvonne.ruebo@kleve.de

Internet: www.zuhause-gewalt.de

Deutscher Kinderschutzbund

German Child Protection Association

Local Group Emmerich

Wollenweberstr. 21

46446 Emmerich am Rhein

Offer: Counselling for children, youths and parents, parenting courses.

Telephone: (+49) 02822/6670

Fax: (+49) 02822/6670

E-Mail: DKSB.Emmerich@t-online.de

Internet: www.kinderschutzbund-emmerich.de

**Deutscher Kinderschutzbund German
Child Protection Association**

Local Group Kleve

Spyckstraße 22 - 24

47533 Kleve

Offer: The lobby for children in Germany.

Telephone: (+49) 02821/29292

Fax: (+49) 02821/29292

Internet: www.dksb.de

**Women's Counselling Centre IMPULS
Frauenberatungsstelle IMPULS**

Frauen helfen Frauen e.V.

Voßstraße 28

47574 Goch

Offer: Counselling and support in all situations of life, focus on: domestic and sexual violence, eating disorders, stalking, bullying, counselling for problems in the family or partnerships, separation and divorce, counselling also available in Geldern, Emmerich am Rhein und Kleve, please make an appointment.

Telephone: (+49) 02823/419171

Fax: (+49) 02823/419172

E-Mail: info@FB-Impuls.de

Internet: www.fb-impuls.de

**Frauenhaus
Women's Shelter**

AWO Kreisverband Kleve e.V.
Postfach 13 30
47533 Kleve

Telephone: (+49) 02821/12201
Fax: (+49) 02821/70940
E-Mail: awo.frauenhaus-kleve.de@t-online.de
Internet: www.awo-kreis-kleve.de

Offer: If you are threatened, physically or mentally abused and require protection for you and your children then the women's shelter is open to you.

Help for beaten women

Every woman who is affected by acute or threatening physical and/or psychological violence can seek information and advice at the women's shelter. The counselling is free and confidential.

Hotline 02821/12201

Admittance

The admittance into the women's shelter is possible during the day and at night time, irrelevant of nationality, confession or income. Women without an income or money have a right to social benefits.

Sheltered living environment

The women's shelter is burglar-proof. The address is anonymous and is not given to third parties. If necessary there is a fast connection to the police.

Counselling, Support and Accompaniment for women and their children

Professionally trained staff individually counsel women and orient themselves along the life concept of each individual women. During counselling the suffered violence can be processed and further decisions can be considered. Where it is necessary it is possible to be accompanied to authorities, doctor's appointments, appointments with lawyers and court dates etc. The women's shelter supports affected women in securing an income, sorting out accommodation and the living situation, educational issues, maintenance questions, custody issues, divorce issues, issues concerning right of residency and the search for other counselling institutions.

Children that come to the women's shelter with their mothers are either directly (through physical, psychological or sexual violence) or indirectly (through an atmosphere of aggression, fear and threat) confronted with domestic violence. The appropriate handling of the crisis, supporting the children and the cooperation with schools and other institutions is part of the work with children in the women's shelter. The protection of children includes the protection from violent assault by the mothers of the children.

Hilfetelefon Gewalt gegen Frauen
The Violence against women support hotline.

free nationwide hotline

08000 116 016

Available round the clock, 365 days a year and free of charge: the *Violence against women support hotline* offers victims a way of receiving competent advice securely, anonymously and regardless of disability whenever they need. Our counsellors provide women with confidential support and if needed can help them find appropriate local support options in their area. This new support service thus caters to a concrete social need and plays an important role in directing victims, relatives of victims, friends and professionals to appropriate support resources.

We will find answers together · free of charge · Confidentially · Round the clock

We can help you – quickly, safely and however you need us to

Why me? Maybe it's my own fault. How can I protect myself? What should I tell my children? And: Where can I find help? Questions like these cause a lot of emotional distress. And though you probably haven't asked anyone questions like these before, these are questions you need an answer to. Whether you are feeling scared, helpless, sad or even angry and full of rage, no matter what you feel and what questions are running through your mind: we are there at your side to provide advice and support. We want to give you someone to lean on – to let you know you are not alone. With the *Violence against women support hotline* we aim to give you a way of asking for help directly. Our counsellors (female) will make sure that you get the help you need, right away, any time of the day. You can put yourself in our hands.

Take the first step by calling us and we will simply listen to what you have to say. It is a central part of our philosophy that you decide how much you want to tell us and what you would prefer to keep to yourself. We always take you, your situation and your questions seriously. We will gladly offer to share with you our experience and our assessment of the situation. If you would like us to, we can help you find local support in your area.

What languages can I receive help in?

Even if you don't speak German or can't express yourself well enough in German, the *Violence against women support hotline* can provide you with support. Our counsellors can simply contact an interpreter so that you can ask all the questions you need without added stress and in the language you are most comfortable in. We provide telephone counselling in Turkish, Russian, French, English, Spanish, Portuguese, Italian, Polish, Serbo-Croatian, Greek, Bulgarian, Romanian, Arabic, Persian and Vietnamese as well.

Kindernothilfe
Child Emergency Help Line

Telephone: (+49) 0800/1516001
E-Mail: info@kindernotruftelefon.de
Internet: www.kindernotruftelefon.de

Offer: Free emergency helpline for children, youths as well as supervised chat rooms.

Kreispolizeibehörde
District Police Kleve
Kriminalprävention
Crime Prevention

Telephone: (+49) 02824/881980
Fax: (+49) 02824/881975
E-Mail: ute.theunissen@polizei.nrw.de Internet:
www.polizei-nrw.de/kleve/vorbeugung

Xantenerstraße 29
47546 Kalkar

Offer: Police counselling centre for questions regarding, the prevention of crime and witness protection.

Kreispolizeibehörde District
Police Kleve
Opferschutzbeauftragter
Witness Protection Officer

Telephone: (+49) 02821/5041977
Fax: (+49) 02821/5041975

Feldstraße 37 - 39
47574 Goch

E-Mail:
Opferschutz.kleve@polizei.nrw.de
Internet: www.polizei-nrw.de/kleve/opferschutz

Offer: Prevention, witness protection and help for witnesses and victims.

St.-Antonius-Hospital gGmbH
Albersallee 5-7
47533 Kleve

Telephone: (+49) 02821/4900
Internet: www.de.kkikk.de

St.-Willibrord Spital Emmerich-Rees
Willibrordstr. 9
46446 Emmerich am Rhein

Telephone: (+49) 02822/730
Fax: (+49) 02822/731258
E-Mail: info@willibrord.de
Internet: www.willibrord.de

Wilhelm-Anton-Hospital gGmbH
Voßheiderstr. 214
47574 Goch

Telephone: (+49) 02823/8910
Internet: www.de.kkikk.de

Marienhospital gGmbH
Basilikastr. 55
47623 Kevelaer

Telephone: (+49) 02832/100
Internet: www.de.kkikk.de

St.-Clemens-Hospital Geldern
Clemensstr. 6
47608 Geldern

Telephone: (+49) 02831/3900
Fax: (+49) 02831/390221
E-Mail: verwaltung@clemens-hospital.de
Internet: www.clemens-hospital.de

What to do after Rape?

Police Emergency Services: 110

Information for the victims of sexual offences:

If someone sexually assaults you then you will feel bad. You will probably feel dirty and disgusted. Before you change your clothes or have a shower you should go to the hospital.

There are usually no witnesses of rape or sexual abuse. Therefore it is important to collect forensic evidence in order to be able to prosecute the offender at a later point in time.

Maybe a trusted person can accompany you to the hospital. This will most likely make it a little easier for you.

After such an offense one enters a psychological state similar to shock. Most people affected are usually disorientated for some time. They try to understand what has happened and try to regain control of their lives.

Whether you want to press charges or not we highly recommend that you have physical evidence recovered as soon as possible.

Emotions

Being blamed can cause shame, fear and a sense of self worthlessness. All these feelings are normal emotions, therefore it is strongly advised to seek professional help through an outreach clinic or a psychologist.

It is often difficult to talk about the events with friends and family. There are people who are trained to know about the mental and emotional consequences of sexual offenses. They are confidential (you should ask about this first), are happy to listen to you and together you can think of what you can do to help you get better despite what has happened.

Professional help can be beneficial in order to reach an appropriate decision.

Hospitals

St. Antoniushospital Kleve

Albersallee 5
47533 Kleve

Tel.: (+49) 02821/4900

St. Willibrord-Spital Emmerich

Willibrordstraße 9
47446 Emmerich

Tel.: (+49) 02822/730

St. Clemens Hospital Geldern

Clemensstraße 6
47608 Geldern

Tel.: (+49) 028313900

(Women's) Help Facilities

Women's Counselling Centre IMPULS

Voßstraße 28
47574 Goch/ for the district of Kleve
Tel.: (+49) 02823/419171
www.fb-impuls.de
Crisis intervention

Tel.: (+49) 02823/419171

AWO Women's Shelter

Available around the clock
awo-frauenhaus.kleve@t-online.de

Tel.: (+49) 02821/12201

Kreispolizeibehörde

District Police Kleve

Opferschutzbeauftragter

Witness Protection

Officer Feldstraße 37 - 39
47574 Goch

Tel.: (+49) 02821/5041977

Fax: (+49) 02821/5041975

Opferschutz.kleve@polizei.nrw.de
www.polizei-nrw.de/kleve/opferschutz

Weißer Ring e.V.

White Ring e.V.

Local office for the district of Kleve
Brabanter Str. 52
47533 Kleve

Telephone: (+49) 02821/9736667

Fax: (+49) 02821/9736668

E-Mail: k.schayen@gmx.de

Internet: www.weisser-ring.de

Offer:

The only nationwide aid organisation for victims of crime and their families. The White Ring is a nationwide aid organisation for crime victims. The aid offers from this charitable organisation are diverse and are adapted to the personal situation of the victim in each specific case. The volunteers are usually the first people who take care of the crime victims and with whom the affected people can talk about their problems to. A phone call, a visit in hospital, support with dealing with the authorities- simply the feeling what the victim is not „forgotten“ can help the person to have new courage and hope. Someone who becomes a crime victim suddenly faces previously small issues in everyday life that are now huge. Here the staff of the White Ring give fast and non-bureaucratic help when it is needed most. Often the first consultation at a law firm is financed. The White Ring publicly supports the interests of the affected people and supports preventive measures.

Victims of crime find help

The WEISSER RING has been caring for the victims of crime, their relatives and surviving dependents for more than 30 years. It supports the idea of crime prevention and stands up publicly and persistently for the interests of injured parties. The WEISSER RING'S work for victims knows no nationality boundaries.

Anyone who becomes the victim of a criminal offence is as a rule only inadequately informed about their statutory rights and claims. The WHITE RING sets a good example here.

With information on help for the victims of crime and important rights for the protection of victims in the most common languages, we would like to help the people affected living here to cope better with the consequences of the crime suffered.

Nationwide hotline for victims: 116 006

How the WEISSER RING helps

At 420 branch offices nationwide, more than 3,000 voluntary helpers give victims the feeling that they have not been forgotten.

This includes human assistance, accompanying victims to hearings at the police, public prosecutor's office and the court, providing help in dealing with other public authorities, advisory checks for first consultations with lawyers and psychotraumatologists, the granting of legal protection as well as financial support in the case of distressed circumstances as a result of the crime. All the Association's help for victims is free of charge.

Foreign citizens, who become victims of intentional acts of violence in Germany and whose health suffers as a result, can receive state benefits in accordance with the Crime Victims Compensation Act on application.

Detailed information on important victims' rights is ready on call in the Internet in various languages www.weisser-ring.de.

7. Social Help

Stadt Kleve
Fachbereich Arbeit und Soziales
Town Kleve
Department of Work and Social Affairs

Lindenallee 33
47533 Kleve

Offer: Counselling and help in all social aspects.

(Also in Geldern, Goch, Kalkar, Kevelaer, Rees, Straelen, Emmerich)

Telephone: (+49) 02821/997990

Fax: (+49) 02821/99799599

E-Mail: info@kreis-kleve.de

Internet: www.kreis-kleve.de

Arche e.V.
Point of contact

Arnold-Janssen-Straße 8
47574 Goch

Offer: Central point of contact for existential help, reading and understanding writings from the authorities, Hartz IV (welfare), social topics, cooperation with professional counselling services.

Telephone: (+49) 02823/9764434

Fax: (+49) 02823/9764436

E-Mail: arche-goch@t-online.de

Internet: www.arche-goch.de

Caritasverband Kleve e.V.
Social Counselling Kleve

Hoffmannallee 66a-68
47533 Kleve

Telephone: (+49) 02821/7150087

Fax: (+49) 02821/7150572

E-Mail: w.vandekamp@caritas-kleve.de

Internet: www.caritas-kleve.de

Offer:

- living aids
- counselling and help in personal, family and social aspects
- questions regarding social benefits
- counselling in questions of addiction
- counselling for children and youth
- counselling in avoidance of custody
- counselling in cure for mothers and children
- counselling in questions of liabilities and insolvency

Caritasverband Kleve e.V.
General Social Counselling
Mühlenstr. 52 (Lorenz Werthmann-Haus)
47574 Goch

Offer: Counselling and help in personal, family and social aspects, questions regarding social benefits.

Telephone: (+49) 02823/92863663

Fax: (+49) 02823/92863680

E-Mail: g.arns@caritas-kleve.de

Internet: www.caritas-kleve.de

**Diakonisches Werk im Kirchenkreis
Kleve e.V.
Social counselling northern Church
District**

Feldmannstege 2
47533 Kleve

Offer: Social counselling (Also in Emmerich, Goch, Geldern, Xanten)

Living aids, counselling and help in: personal, family and social aspects, for children and youth, evidence violence in family, education children

Telephone: (+49) 02821/24492
Fax: (+49) 02821/24492
Internet: www.diakonie-kkkleve.de

Gemeinde Bedburg-Hau

Jobcenter in the district of Kleve
Rathausplatz 1
47551 Bedburg-Hau

Offer: Counselling and help regarding social issues (Also in Issum, Kerken, Kranenburg, Rheurdt, Udem, Wachtendonk, Weeze)

Telephone: (+49) 02821/66055
Fax: (+49) 02821/66056
E-Mail: rathaus@bedburg-hau.de
Internet: www.bedburg-hau.de

Netzgruppe-Kleve e.V.

Rütgerstr. 4
47533 Kleve

Offer: page 3

Telephone: (+49) 02821/798292
Fax: (+49) 02821/798292
E-Mail: netzgruppe-kleve@t-online.de
Internet: www.netzgruppe-kleve.de

Sozialtreff Emmerich

Social Meet Emmerich

Bundesarbeitsgemeinschaft Prekäre
Lebenslagen – gegen Einkommensarmut
und soziale Ausgrenzung e.V. (BAG-
PLESA)

*Federal Working Group Precarious
Living Conditions – Against Income
Poverty and Social Exclusion*

46446 Emmerich am Rhein

Offer: For people who are affected by poverty, social exclusion and unemployment and for those who are interested in supporting one another, exchanging experiences and working together.

Telephone: (+49) 0157/72065168
Fax: (+49) 0121/2550462452
Internet: www.sozialtreff-emmerich.de

Sozialverband VdK

Social Association VdK

District Association Niederrhein
Innenwall 51
47495 Rheinberg

Offer: Association of War and Military Service Victims, Disabled and Pensioners Germany – Counselling and Law and prosecution processes in all areas of social law.

Counselling in different towns within the district of Kleve: Further information at:
Telephone 02843/959213

Telephone: (+49) 02843/9592-0
Fax: (+49) 02843/959222
E-Mail: kv-am-niederrhein@vdk.de
Internet: www.vdk.de/kv-am-niederrhein

8. Debt Advisement

Klever Tafel

Brienerstraße 6
47533 Kleve

Openingtimes: Di & Do. 11:00 - 14:30h

Offer: Support, information and practical help (contact to authorities, mediation to debtor, social and addiction counselling)

Telephone: (+49)02821 /9721407

E-Mail: klever-tafel@t-online.de

Internet: www.tafel.de/startseite.html

Arche e.V. Gocher Tafel

Arnold-Janssen-Str. 8
47574 Goch

Offer: Support, information and practical help (contact to authorities, mediation to debtor, social and addiction counselling)

Telephone: (+49) 02823/9764434

Fax: (+49) 02823/9764436

Internet: www.arche-goch.de

Caritasverband Kleve e.V.

Debt Advisement

02821/720972

Arntzstraße 9

47533 Kleve

Offer: Debt advisement and consumer insolvency advice. (Also in Goch, Kalkar, Geldern, Emmerich, Rees)

Telephone: (+49) 02821/720922

Fax: (+49)

E-Mail: c.sachinidou@caritas-kleve.de

Internet: www.caritas-kleve.de

Diakonisches Werk im Kirchenkreis

Wesel e.V.

Diaconial Work in the Church District

Wesel e.V.

Debt Advisement

Königstraße 7

46446 Emmerich am Rhein

Offer: Debt advisement and consumer insolvency advice.

Telephone: (+49) 0281/156200

Fax: (+49) 0281/15650

E-Mail: info@diakonie-wesel.de

Internet: www.diakonie-wesel.de

9. Contact Persons for Immigrated Men and Women

Ausländerbehörde Kreis Kleve
Integration Office in the district of
Kleve

Nassauerallee 18
47533 Kleve

The opening hours are:
Mondays and Fridays:
09:00 through 12:00
Tuesdays and Wednesdays:
09:00 through 16:00
Thursdays: Closed all day

Telephone: (+49) 02821/85191
Fax: (+49) 02821/85190
Internet: www.integration.kreis-kleve.de

Arbeiterwohlfahrt Kreisverband
Worker's Welfare District Association

Wiesenstr. 31/33
47533 Kleve

Offer: Improvement of integration possibilities.

Telephone: (+49) 02821/8993930
Fax: (+49) 02821/8993959
E-Mail: info@awo-kreiskleve.de
Internet: www.awo-kreiskleve.de

Caritasverband Geldern-Kevelaer e.V.

Ausländische Mitbürger und Aussiedler
(Migrationsberatung)
Foreign Residents and Emigrants
(*Migrationscounselling*)
Hoffmannallee 66a - 68
47533 Kleve

Offer: Information and help for foreign residents and refugees. (Also in Geldern)

Telephone: (+49) 02821/720923
Fax: (+49) 02821/720929
E-Mail: diring@caritas-geldern.de
Internet: www.caritas-kleve.de

Caritasverband Kleve e.V.
Social Educational Refugee Care

Hoffmannallee 66a- 68
47533 Kleve

Offer: Social educational refugee care for asylum seekers and refugees in Kleve.

Telephone: (+49) 02821/7150087
Fax: (+49) 02821/7150572
E-Mail: s.schraven@caritas-kleve.de
Internet: www.caritas-kleve.de

Internationaler Bund / abH
International Association
Beratungsstelle für jugendliche
Zuwanderer und Aussiedler/innen
Counselling for teenage immigrants and
emigrants
Brückenstr. 16
47574 Goch
Offer: Vocational training support

Telephone: (+49) 02823/4192512
Fax: (+49) 02064/4651729
E-Mail:
jasmin.rhiemeier@internationaler-
bund.de
Internet: www.jugendmigrationsdienst.de

Internationaler Bund /
Jugendmigrationsdienst
International Association/ Youth
Migration

Beratungsstelle für jugendliche
Zuwanderer und Aussiedler/innen
Counselling Centre for Teenage
Immigrants and Emigrants
Beratungsstelle für Jugendliche
und Erwachsene mit
Migrationshintergrund
Counseling center for youth and
adults with a migration background
Pannofenstraße 10
47533 Kleeve
Offer: Counselling for teenage migrants, German courses, intercultural competence
training.

Telephone: (+49) 02821/7116688
(+49) 02821/7119842
E-Mail:
Malgorzata.Filla@internationaler-bund.de
Internet: www.jugendmigrationsdienst.de

Internationales Zentrum für
Integration und Freizeitgestaltung
International Centre for Integration
and Recreational Activities

AWO Kreisverband Kleeve e.V.
AWO District Association Kleeve e.V.
Goebelstraße 61
46446 Emmerich am Rhein
Offer: Help with homework for German and foreign children, open consultation
offers, various events.

Telephone: (+49) 02821/8993937
Fax: (+49) 02821/8993959
E-Mail: info@awo-kreiskleeve.de
Internet: www.awo-kreiskleeve.de

Verein Hafen der Hoffnung e.V.
Association Haven of Hope e.V.
Verein zur Förderung der Aussiedler im
Kreis Kleeve
Association to Support Emigrants in the
District of Kleeve

Feldmannstege 2
47533 Kleeve

Offer: Counselling, sport, dance, singing, traditional celebrations. (Also in Geldern)

Telephone: (+49) 02821/582002
Fax: (+49) 02821/582002
E-Mail: info@hafen-der-hoffnung.de
Internet: www.hafen-der-hoffnung.de

Volkshochschule der Stadt Kleve
Adult Education Centre Kleve
*Also responsible for Emmerich, Kalkar,
Rees Bedburg-Hau and Kranenburg.*
Hagsche Poort 22
47533 Kleve

Telephone: (+49) 02821/7231 0
Fax: (+49) 02821/7231 11
E-Mail: vhs@kleve.de
Internet: www.vhs-kleve.de

Office hours Tuesdays 9.00 a.m. – 12.00 p.m., Thursdays 7.00 p.m. – 8.30 p.m. or by appointment: Thomas Ruffmann, Tel. (+49) 02821/7231-18; Renate Schmitz, Tel. (+49) 02821/7231-22.

Offer: Integration courses according to the Immigration Act, placement tests, orientation courses, preparation for the German Test for Immigrants (DTZ), citizenship tests; excursions and special offers for migrants; re-taking nationally recognised qualifications and advice about further training.

Familienbildungsstätte Kleve
Family Education Centre Kleve
Regenbogen 4 - 6
47533 Kleve

Telephone: (+49) 02821 7232-0
Fax: (+49) 02821 13844
E-Mail: fbs-kleve@bistum-muenster.de
Internet: www.fbs-kleve.de

Offer: As places of education, meeting and assistance we offer on this basis the people in our course support in life orientation and way of life in its many personal and social implications.

10. Counselling for disabled people

BetreuWo e.V.

Betreutes Wohnen für Körper- und
Mehrfachbehinderte

***Assisted living for physically and
multiply disabled people***

Treppkesweg 44

47533 Kleve

Offer: Support in outpatient assisted living in single flats, living or house
communities.

Telephone: (+49) 02821/711620

Internet: www.betreuwo.de

Diakonie Werk im Kirchenkreis Kleve e.V.

***Diaconial Work in the Church District
Kleve e.V.***

Care Association

Brückenstraße 4

47574 Goch

Offer: Assisted living for people with psychological, mental and physical impairments
as well as people with addictions. (Also in Geldern)

Telephone: (+49) 02823/93020

Fax: (+49) 02823/930225

Internet: www.diakonie-kkkleve.de

Frühförderstelle für den Kreis Kleve gGmbH

***Early Assistance for the district of
Kleve***

Branch Kleve

Bahnstraße 35 a

47533 Kleve

Offer: Assistance for disabled people and children threatened from disability up to
their admittance into school. Assistance includes educational and therapeutic
measures. (Also in Kevelaer)

Telephone: (+49) 02821/93699

Fax: (+49) 02821/78910

E-Mail: info@fruehfoerderstelle-kleve.de

Internet: www.fruehfoerderstelle-kleve.de

**KoKoBe - Koordinierungs- Kontakt-
und Beratungsangebote für Menschen
mit geistiger und mehrfacher
Behinderung**

***Coordination-Contact-and
Counselling Offers for People with
Mental and Multiple Disability***

Kreis Kleve Nord / linksrheinisch
District Kleve North
Wagnerstraße 8-10
47533 Kleve

Offer: We counsel and inform you, your relatives or legal carer at our point of contact, at home or at a location of your choice with the focus on: personal future perspectives, questions concerning your living situation, domestic questions and other problems in everyday life, individual help planning, issues concerning authorities, job possibilities or other measures to structure daily life. The KoKoBe publishes an event calendar called „Together “ every 3 months. Recreational activities for people with and without disabilities are published. You can pick up this leaflet at KoKoBe. The KoKoBe also counsels you in questions regarding culture, recreation and sport offers in your region. (Also in Rees and Geldern)

Telephone: (+49) 02821/758023

Fax: (+49) 02821/758077

E-Mail: kokobe@lebenshilfe-kleve.de

Internet: www.lvr.de/soziales

**Kreis Kleve
District of Kleve**

Department School, Culture, Severely
Disabled Badge
Nassauer Allee 15 - 23
47533 Kleve

Offer: Issuing of disabled badges.

Telephone: (+49) 02821/85501

Fax: (+49) 02821/85707

E-Mail: gabriele.simek@kreis-kleve.de

Internet: www.kreis-kleve.de

**Lebenshilfe für geistig Behinderte
Kreisvereinigung für den Kreis Kleve
e.V.**

**Living aid for mentally disabled
people – District Association for the
District of Kleve**

Ostring 22
47574 Goch

Telephone: (+49) 02823/933117

Fax: (+49) 02823/86361

Heilpädagogische Zentren
Special Education Centres

LVR-HPH-Netz Niederrhein
Nördlicher Rundweg 5
47551 Bedburg-Hau

Offer: Differential support and employment opportunities, recreational and educational activities as well as counselling for disabled people who do not live in the institutions.

Telephone: (+49) 02821/814001
Fax: (+49) 02821/814098
E-Mail: hph-netz-niederrhein@lvr.de
Internet: www.hph-netz-niederrhein.lvr.de

SOS Kinderdorf Niederrhein e.V.
SOS Children's Village

Bensdorpstraße 14
47533 Kleve

Offer: Mediation and job support for people with disabilities and counselling for the employer. (Also in Geldern)

Telephone: (+49) 02821/713850
Fax: (+49) 02821/7138827
E-Mail: winfried.jansen@sos-kinderdorf.de

Internet: www.sos-kd-niederrhein.de

Sozialverband VdK Social
Association VdK

Kreisverband am Niederrhein
District Association at the Niederrhein
Innenwall 51
47495 Rheinberg

Offer: Association of War and Military Service Victims, Disabled and Pensioners Germany – Counselling and Law and prosecution processes in all areas of social law.

Counselling in different towns within the district of Kleve: Telephone: (+49)02843/959213

Telephone: (+49) 02843/9592-0
Fax: (+49) 02843/959222
E-Mail: kv-am-niederrhein@vdk.de
Internet: www.vdk.de/kv-am-niederrhein

Kleve Sozialverband VdK
Social Association VdK

Kolpingstr. 11
47533 Kleve

Offer: counselling each Wednesday: at 15.00 - 16.30

Association of War and Military Service Victims, Disabled and Pensioners Germany – Counselling and Law and prosecution processes in all areas of social law.

Telephone: (+49) 02843/9592-0

11. Counselling Centres Outside of the District of Kleve

**Bundesverband für Kinderbetreuung
und Tagespflege e.V.**
***Federal Association for Child Care
and Daycare e.V.***

Stresemannstr. 78
10963 Berlin

Offer: Information about child daycare.

Telephone: (+49) 030/78097069
Fax: (+49) 030/78097091
E-Mail: info@bvkt.de
Internet: www.tagesmuetter-bundesverband.de

Deutscher Kinderschutzbund
German Child Protection Association
***Bundesverband Federal
Association***

Schöneberger Straße 15
10963 Berlin

Offer: The lobby for children in Germany.

Telephone: (+49) 030/2148090
Fax: (+49) 030/21480999
E-Mail: info@dksb.de
Internet: www.dksb.de

Terre des Femmes
(Menschenrechte für die Frau e.V)
Human Rights for Women

Brunnenstr. 128
13355 Berlin

Telephone: (+49)030/405046990
E-Mail: info@frauenrechte.de
www.frauenrechte.de

Our Vision

Equal rights, self-determination, and freedom for girls and women around the world
TDF is committed to defend girls' and women's rights and strives to promote a world
in which a woman is in control of her own life, regardless of her individual
background. We envision...

- a future in which no woman will be born as an unwanted child, but as a baby girl who can grow up freely and happily and without fear of getting hurt or killed based on her sex at any point in her life.
- a gender equal society in which young girls and boys share the same access to education, freedom of dress, and choice in leisure activities.
- a world in which a young woman can freely choose her political views, religious beliefs and practices, professional career, and partner. This world is based on equal pay and socio-economic independence.
- a partnership the form of which a woman can define freely with her partner or spouse and in which conflicts are solved without violence.
- a pregnancy and motherhood during which a mother and her family feel safe at all times regarding their physical and socio-economic well-being.
- twilight years during which a woman may grow old with dignity and respect.

**Die Bundesarbeitsgemeinschaft
Prekäre Lebenslagen e.V. *The
Federal Working Group Precarious
Life Situations e.V.***

gegen
Einkommensarmut und soziale
Ausgrenzung e.V (BAG-PLESA)
*Against income poverty and social
exclusion*

Hauptstr. 16

49696 Mollbergen

Offer: Self-organisation for those suffering from income poverty

Telephone: (+49) 04475/3299828

E-Mail: hjreglitzki@web.de

Internet: www.bag-shi.de

**Kinder- und Jugendtelefon
*Child and Youth Helpline***

Kleiner Werth 34

42275 Wuppertal

Offer: The phone number against distress.

Telephone: (+49) 0800/1110333

E-Mail: info@nummergegenkummer.de

Internet: www.nummergegenkummer.de

**Ministerium für Gesundheit,
Emanzipation, Pflege und Alter des
Landes Nordrhein-Westfalen
*Ministry for Health, Emancipation,
Care and Age for the County North-
Rhine-Westphalia***

Horionplatz 1

40213 Düsseldorf

Offer: Different information from the
ministry for different topics.

Telephone: (+49) 0211/861850

Fax: (+49) 0211/861854444

E-Mail: info@mgepa.nrw.de

Internet: www.mgepa.nrw.de

**Netzwerk Frauen und Mädchen mit
Behinderung
*Network for Women and Girls with
Disabilities***

Neubrückenstraße 12-14

48143 Münster

Offer: Networking, information and cooperation. The network gives impulses,
initiates and realises various projects and works with different institutions,
associations, unions and political institutions.

Telephone: (+49) 0251/519138

Fax: (+49) 0251/519051

E-Mail: frauen@lag-selbsthilfe-nrw.de

Internet: www.netzwerk-nrw.de

Offer:

Support for women in need – the Violence against women support hotline.

Available round the clock, 365 days a year and free of charge: the Violence against women support hotline offers victims a way of receiving competent advice securely, anonymously and regardless of disability whenever they need. Our counsellors provide women with confidential support and if needed can help them find appropriate local support options in their area. This new support service thus caters to a concrete social need and plays an important role in directing victims, relatives of victims, friends and professionals to appropriate support resources.

A service that is needed

Representative studies commissioned by the German Federal Office for Family, Senior, Women's and Youth Affairs (BMFSFJ) have made the situation clear: there is a high frequency of women becoming the victims of gender-specific violence in Germany. One out of every two disabled women has been the victim of sexual assault. A wide and varied network of support options for those affected already exists at the city and community level, but until recently a central 24-hour hotline to provide all those needing support with information anonymously, free of charge and regardless of disability, and direct them to appropriate local agencies was lacking. The Violence against women support hotline was created to fill this gap in the support network.

Highly qualified and secure counselling – in many languages and regardless of disability

Our counsellors are all female and all highly qualified. The counselling they provide is always anonymous, confidential and takes into account all data protection requirements. Thanks to special programming, visiting the support hotline's website is also highly secure. By providing round-the-clock availability, high security standards, counselling available in many languages as well as regardless of disability, we aim to empower women affected by violence to use the support hotline as a resource. We wish to achieve this in particular for those sections of the population which have until now only seldom made use of the existing support resources. We hope to in this way be able to reach immigrants, women with disabilities, older women or victims of human trafficking.

Opferambulanz
Emergency aid for acute trauma
St. Vinzenz-Hospital
Dr.-Otto-Seidel-Straße 31-33
46535 Dinslaken

Telephone: (+49) 02064 44-0
Fax: (+49) 02064 44-1904
E-Mail: info@st-vinzenz-hospital.de
Internet: www.st-vinzenz-hospital.de

Alexianer Krankenhaus Krefeld
Dießemer Bruch 81
47805 Krefeld

Telephone: (+49) 02151/3340
Fax: (+49) 02151/3343680
Internet: www.alexianer-krefeld.de

A psych traumatic is a violation of the soul through an event of an extreme threat. Traumatic events are every kind of act of violence, sexual violence or accidents. Even to witness acts of violence against others can have a traumatic influence of someone. Traumatic experiences leave marks. Often concerned persons suffer under: To experience the same event depressive and anxious annoyances sleep disorders and nightmares difficulties in concentration. Our Opferambulanz is integrated in the help for victims pilot project of North Rhine-Westphalia. We offer emergency aid for acute trauma and help concerned persons through professional appraisal and therapy of processing trauma consequences.

PRO FAMILIA
Stresemannallee 3
60596 Frankfurt am Main

Telephone: (+49) 069/639002
Fax: (+49) 069/639852
E-Mail: info@profamilia.de
Internet: www.profamilia.de

Offer: Family planning information, sexual education, sexual counselling.

Sekten-Info NRW e.V.
Sect Information NRW e.V.
Rottstraße 24
45127 Essen

Telephone: (+49) 0201/2346-46 oder -48
Fax: (+49) 0201/207617
E-Mail: kontakt@sekten-info-nrw.de
Internet: www.sekten-info-nrw.de

Offer: Information and advice regarding new religious and ideological communities and psycho groups, counselling and enlightenment events.

Telefonseelsorge Niederrhein
Crisis Helpline Niederrhein
Postfach 101106
46471 Wesel

Telephone: (+49) 0800/1110111
Internet: www.telefonseelsorge-niederrhein.de

Offer: A counselling session when one needs it most – independent of time, appointment, confession, health, waiting rooms or waiting time.

Verein für internationale Jugendarbeit
Society for international youth work
Bundesgeschäftsstelle
National office
Burgstr. 106
60389 Frankfurt am Main

Telephone: (+49) 069/46939700
Fax: (+49) 069/46939821
E-Mail: office@vij.de
Internet: www.vij.de

Offer: We support young people abroad and accompany them with a culture program and help youths to decide on a career path.

12. Medication and Emergency Service

General emergency services in Germany: 112

Emergency service numbers

Emergency service	11 61 17
Central emergency service for Kleve	01 80 / 5 04 41 10- 45
Central emergency service Kleve	01 80 / 5 04 41 10- 46
Ophthalmologists	0180 / 5 04 41 10 70
Dentists	01805 / 98 67 00

Pharmacies

If you need medication on Sundays or at night, there is an emergency service in Germany.

You can inform yourself about the current pharmacy or doctors with an emergency service here:

Emergency pharmacies:

www.aponet.de

Pharmacies emergency finder

Telephone: (+49) 0800/0022833

Morning after Pill:

Infotelefon (24 h): (+49) (0)1805 -776326

in german, english, turkey, russian
www.profamilia.de

In case you need the morning after pill in Germany, you need a prescription from a doctor. You can go to a gynaecologist to get a prescription without having an appointment. In case the doctor is closed you can go to a hospital and ask for the morning after pill and they will help you, or you can go to each other doctor (only at the weekend when a gynaecologist is closed!) and ask for a prescription.

In America the morning after pill is known as **“Plan B”**!

When to use “The morning after pill”?

Emergency contraception is a safe and effective way to prevent pregnancy after unprotected intercourse.

You may want to use it if:

- you weren't using any birth control when you had sex
- you forgot to take your birth control pills, patch, ring, or other birth control method
- your partner's condom broke or slipped off
- your partner didn't pull out in time or
- you were forced to have unprotected vaginal sex.

How does it work?

Emergency contraception pills work by keeping a woman's ovary from releasing an egg for longer than usual. Take it as soon as possible (!).

How do I get it?

Because brands of emergency contraception require a prescription from a doctor.

1. Make an appointment with a doctor
(In the weekend call: emergency services)
2. Get a prescription from the doctor
3. Go to the pharmacy and get the “morning after pill”.
(If you are older than 21, you have to pay the pill on your own.)

Another possibility to get the pill is to buy it in the Netherlands

without a prescription at a pharmacy.

In NL you always have to pay it on your own.

Since emergency contraception works better **the sooner you take** it, it's a good idea to get emergency contraception before you need it just in case.

That way you'll have it on hand if an accident happens, and you won't have to worry about running out to a pharmacy or waiting to get an appointment for a prescription.

For further information please visit:

<http://www.profamilia.de/interaktiv/publikationen/publikationen.html> and scroll down to “Pille Danach”

13. Applying for a Visa

Visa for study purposes

You would like to take up a course of studies in the Federal Republic of Germany - e.g. at the Rhine-Waal University of Applied Sciences in Kleve? Then you will possibly need a visa to enter the country!

Visa-free entry

Citizens of Switzerland, Andorra, Australia, Brazil, El Salvador, Honduras, Israel, Japan, Canada, Monaco, New Zealand, Republic of Korea, San Marino and the USA may enter the country visa-free for study purposes. They will have to apply for a residence permit within three months after entering the country. You can find detailed information for further steps after your entry under “residence permit for study purposes”.

Citizens of the EU member states enjoy freedom of movement and may also enter the country visa-free. You can find detailed information for further steps after your entry under “residence permit for study purposes”.

Visa requirements

All citizens of other countries need a visa to enter the country for study purposes. As soon as you have received your admission to studies, you may apply for a visa to enter Germany at the German Embassy / Consulate that is responsible for you. The same applies to applicants for a university place as well as persons interested in pre-study language courses. There are two types of visa that are suitable for study purposes:

- **Visa for prospective foreign students**

A visa for prospective foreign students is intended to enable prospective foreign students to acquire information concerning the studies or to fulfil the required qualifications for an application. After the admission has been obtained, the visa can be changed by the Aliens Registration Office into a “residence permit for study purposes”.

- **Student visa**

The student visa is issued to foreign students who can already present the admission to a German university, study college or supporter of preparatory language courses. It can be changed into a “residence permit for study purposes”.

Please remember to apply for your visa in good time before you enter the country (at least 2 months in advance).

You should under no circumstances enter Germany with a visa for tourists or visitors! These visas cannot be changed into “residence permits for study purposes”; in this case you will have to return to your home country where you will have to apply for the required visa. The same applies to a so-called language course visa.

You can find information concerning the required documents for an application for a visa for study purposes on the internet pages of the Federal Foreign Office, the German missions abroad and the German Academic Exchange Service. Links to the respective pages can be found at the end of this page.

You can find more information about the further procedure after your entry under „residence permit for study purposes”.

Residence permit for study purposes

The presence in the Federal Republic of Germany for study purposes is directed by the Residence Laws and/or the Rights of Free Movement/EU.

You are a citizen of a member state of the EU?

Then you will enjoy the right of free movement and you may enter the country without being required to have a visa.

You are a citizen of another foreign country?

Then you will need a residence permit for study purposes. You should by all means apply for it before your entrance visa expires and/or within three months after your visa-free entrance and after your registration with the local authorities at your residence.

Please present the following documents for this purpose:

- Completed application form
- Valid passport (or identity card for citizens of EU member states)
- 2 passport photographs that are suitable for biometry
- Original rental agreement and/or other suitable proof of accommodation
- Admission notice / certificate of matriculation of university/study college/supporter of preparatory language courses
- Proof of health insurance
- Proof of secure means of subsistence
- Cash for administrative fee

Please see to the extension of your residence permit in due time in order to avoid problems!

Taken from the Integration Office in Kleve.

(<http://integration.kreis-kleve.de/153+M52087573ab0.html?&vkvnmlvv>)

14. Rhine-Waal University



AStA Allgemeiner Studierendenausschuss Student's Union

asta@hsrw.org

The AStA is the Student's Union (Der Allgemeine Studierendenausschuss). It is the student's self-administration. They represent the students and are open to your questions. They act in the students best interests to fulfil their needs. There are several departments concerning: culture, social issues, international issues, sports, finance, politics, and sustainability and public relations.

You can send them an email:

They are located in room 09 01 004, Kleve Campus, Rhine-Waal University of Applied Sciences

**Gleichstellung
der Hochschule Rhein-Waal**
**The Equal Opportunity Team at Rhine-Waal
University of Applied Sciences**

Telephone: (+49) 2821/80673655
E-mail: gleichstellung@hochschule-rhein-waal.de
Room: 09 01 007, Kleve Campus

The Equal Opportunities Office at Rhine-Waal University of Applied Sciences is where students and members of staff go for all issues and questions concerning equal opportunities for men and women. It provides advice, information and support for example in case of pregnancy and helps to find ways of balancing family and career or studies. It also cooperates with external partners who can help with questions concerning pregnancy or child care. These offers are free of charge for students and staff. On both campuses parents are welcome to use parent-child-room in case they are in need of a child-friendly office.

International Office

Telephone: (+49) 02821/ 80673-140
Email: Joost.kleuters@hochschule-rhein-waal.de
Contact and Information: Joost Kleuters

Are you considering an internship or studying abroad? Or do you as a foreign student have questions about the university? Then you should approach our International Office! Your contacts there are at your disposal for all matters relating to foreign contacts – from financing and support possibilities and terms of study in a wide variety of countries right up to application deadlines. You can also find all required information about support possibilities by the German Academic Exchange Service (DAAD) and other organisations in the International Office.

15. The Equal Opportunity Officer in the City of Kleve

Gleichstellungsbeauftragte der Stadt Kleve

Equal Opportunitie Officer

Yvonne Tertilt-Rübo
Room 006
Landwehr 4-6
47533 Kleve

Tel: (+49) (0)2821-84279
Mobile: (+49) (0)151-15128478
Fax: 0049(0)2821-23759
Internet: www.kleve.de
www.zuhause-gewalt.de
Email: yvonne.ruebo@kleve.de

Offers: Equality Officer Kleve - Consulting and Networking

The Equal Opportunities Officer of Kleve pursues the goal to demonstrate the discrimination of women and men and to contribute to the actual equality of women and men in all areas of society, particularly in Kleve.

This is done by various means:

- Counseling of citizens and colleagues
- Relaying of those seeking advice to aid organisations
- Negotiations with politicians and people who are in charge of administration
- Publication of brochures and information material on issues of equality between men and women
- Public relations
- Networking

The offers of Equal Opportunities Officers address colleagues within the city administration, as well as all citizens of Kleve.

The issues of proceedings and the activities are multifaceted. These are, for example, maternity protection, bullying, sexual harassment at the workplace, classification, part-time work, further education, compatibility of family and work, job applications or childcare leave, within the city administration.

Outside of the administration it includes, amongst others the areas of work and unemployment, violence, poverty, women's health, daytime child care, education, or separation and divorce.

The proceedings at the Equal Opportunities Officer are confidential on demand.

The Equal Opportunities Officer of Kleve moderates the Round Table for a violence free home, and it ensures that the results of this networking will be carried on to the local parties as well as to the Ministry of Health, Welfare, Women and Family of North Rhine-Westphalia.

Openingtimes: Mo, Di, Do, Fr: 8.00 - 13.30 h and Mo, Mi, 14.00-16.00 h

www.zuhause-gewalt.de
www.zukunft-ohne-zoff.de
www.kidclick.de
www.vamv.de
www.frauennrw.de
www.familie-in-nrw.de
www.frauenrechte.de

All the help you need in Kleve for a violence free home
Anti-Violence Training for Men in - *Anti-Gewalt Training*
Childcare in Kleve - *Kinderbetreuung in Kleve*
Informations for single mum's - *Infos für Alleinerziehende*
Informations for Women in NRW - *Infoseite des Landes*
Informations for families - *Infos für Familien*
Information about women rights - *Infos über Frauenrechte*

16. Websites

Ministries:

<http://www.mags.nrw.de/> (Ministry of Work, Integration and Social Issues)
<http://www.mgepa.nrw.de/> (Ministry of Health, Emancipation, Care and Age in NRW)
<http://www.bmfsfj.de> (National Ministry of Family, Elderly, Youths and Women)
<http://www.kinder-ministerium.de> (Ministry of Children)

Job and Career:

<http://www.arbeitsagentur.de> (Job Centre)
<http://www.minijob-zentrale.de> (Legal Advice for Student Jobs)
<http://www.zukunft-im-beruf.de> (Future Job Advice)

Entrepreneurs:

<http://www.ihk-niederrhein.de> (Chamber of Industry and Commerce)
<http://www.unternehmerinnenforum-niederrhein.de> (Women's Entrepreneur Forum)
<http://www.startercenter.nrw.de>
<http://www.chefin-online.de> (Women in managerial positions)

Bullying/Sexual Harassment at the Work Place:

<http://www.mobbing-zentrale.de>

Violence Against Women:

Services available in the district of Kleve: <http://www.zuhause-gewalt.de>
<http://www.frauenrechte.de> (women's rights)
<http://www.weisser-ring.de> (Victim Protection Organisation)
Nationwide Helpline: <https://www.hilfetelefon.de/de/startseite/>

Women's Counselling Centres

www.frauenberatungsstellen-nrw.de (Women's Counselling Centre)

Men's Counselling Centres

<http://www.vaeter.nrw.de/> (Men's Counselling Centre)

Women's Health:

<http://www.gesundheit.nrw.de> (Health in NRW)

<http://www.bzga.de> (Federal Centre for Health Education)
<http://www.profamilia.de/> (Organisation for Family Planning)
<http://psychotraumatologie.de> (Psychological Trauma)
<http://frauengesundheit.de> (Women's Health)

Women's Organisations:

<http://www.frauenrat.de> (National Council of German Women's Organizations)
<http://www.frauen-nrw.de> (Women in NRW)

Children/ Child care:

<http://www.dksb.de> (German Child Protection Agency)
<http://www.kid-klick.de> (When looking for child care)

Girls:

<http://www.girlsday.de>
<http://www.zartbitter.de> (Against sexual abuse)
<http://www.promaedchen.de> (Pro-Girls)

Boys:

<http://www.neue-wege-fuer-jungs.de> (New Ways for Boys)

Disability:

<http://www.bkmf.de> (German Association for People of Short Stature and their Families)

<http://www.netzwerk-nrw.de> (Disabled Girls and Women/With Chronic Illnesses)

<http://www.selbsthilfe-online.de> (Self-help for disabled or chronically ill people)

<http://www.weibernetz.de> (Women's Network)

<http://www.familienratgeber.de> (Family Advice)

<http://www.selbsthilfenetz.de> (Self-help)

17. The Friends of the University Rhein-Waal - Campus Cleve

The Friends of the University Rhein-Waal - Campus Cleve supports with its wide network of business, science, administration and politics the establishment and development of the young University. He devotes himself so consistently to the concerns of the founding fathers of the association, which already were found 2006, to promote the creation of a tertiary educational program with an international focus.

The Foundation Campus Cleve has set itself the goal to strengthen the university in Kleve, to promote science, research and teaching and to support the students interests.

A variety of projects that serve the exchange of regional economy with the faculties and departments of the Rhine-Waal University and which directly address the concerns of the students in dealing with "everyday problems" are initiated and largely implemented even by Campus Cleve. These are internship exchanges, corporate tours, information sessions, assistance in finding accommodation, support cultural and sports activities of the students.

18. About Us

Published by

Yvonne Tertilt-Rübo – Equal Opportunity Officer

Stadtverwaltung Kleve

Der Bürgermeister

Gleichstellungsbeauftragte

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