



Guide to Legal Information

Juridical questions and answers
for Migrants and Refugees

Federal association for relatives of mentally ill persons (Registered Organization)
Bundesverband der Angehörigen psychisch kranker Menschen e.V. (Publisher)

Dr. Caroline Trautmann, Christian Kleißle, Christoph Müller

Guide to ■ Legal Information

Juridical questions and answers
for Migrants and Refugees

Copyrights

Publisher	Familien-Selbsthilfe Psychiatrie Bundesverband der Angehörigen psychisch kranker Menschen e.V. Family self-help psychiatry Federal association for relatives of mentally ill persons (registered organization) Oppelner Str. 130, 53119 Bonn
Editorial department	Dr. Caroline Trautmann, Christian Kleiße, Christoph Müller
Composition, design	Markus Lau Hintzenstern, Astrid Hellmundt, Berlin
Title design	Markus Lau Hintzenstern, based on a design from Mlap Studio / shutterstock.com, using a photo from succo / pixabay.com
Photos, Illustrations	pixabay.com, Wikipedia; Montages: mlh It was not possible to determine the source to all photos and illustrations used in this brochure. If you know the source for a photo or an illustration, please let us know so that we can contact the rights holders.
Edition	© Autumn 2017
Supported by	



Contents

Greetings 7

Legal assistance 8

Basics 9

 Data protection, education and inspection of records 10

 Refusing help 11

 Coercive measures 12

The total deprivation of freedom – hospitalization 12

Treatment against will – the medical enforcement measure 12

Measures of depriving freedom 12

 Criminal liability 14

 Treatment agreements 14

 Driving suitability and psychiatric drugs 15

 Patient Decrees 15

 Health Care Proxy 16

During asylum procedures 17

 Asylum Seekers Benefit Laws (AsylbLG) 17

 Medical treatment certificate 17

 Health insurance chip card 18

 Other possibilities 19

 Further rights 19

Being admitted as an asylum-seeking person 20

 Mandatory insurance 22

When ill 22

 Livelihood 25

Being unemployed 25

Basic security in old age 25

Child and housing benefit 26

 Help and support by the constitutional state 26

Help in special life situations 26

Help for expecting mothers and women in childbed 27

Integration assistance for disabled people 27

Elderly care 27

Help to overcome special social challenges 27

Appendix 28

 Literary sources 28

 Weblinks 28

 Glossary 28

 Psychosocial Centers in Germany 31

“Experts in Their Own Cause” 38

The Regional Associations of the Relatives of Mentally Ill People 39

■ Greetings

Welcome to Germany. You came a long way and many things are different in your home country than they are here. Undoubtedly, so much is strange for you and numerous things are difficult for you to understand. This includes the health sectors in Germany and all their details.

In order to help you find your way around the health care system, we put together the most important information in this brochure for you. Only persons who know their rights can also claim them. In this brochure, you can find important hints concerning your rights when you are suffering from an illness, especially from a mental illness. First, you will get some information on these aspects which count for everyone in Germany. Then we will explain to you your rights as an asylum-seeking person. When you have been admitted as a person entitled to political asylum, you possess a residence permit, you normally are a member of a public health insurance and have the same rights as an insured German person. You will get to know this in the following sections.

The responsibility of the German health care system is to protect and cure the people living here from diseases at the best possible rate. Beside healing diseases, this also includes psychological care, care of the elderly, disabled and weak people as well as caring for the relatives of ill people.

To finance this responsibility, there are public and private health insurances. Almost all people living here pay into this insurance fund. Also, the state bears the costs in huge parts via tax money.

Those who care for our health are the doctors, pharmacists and nursing teams, to name the most important ones. But indirectly, there are also many different government agencies involved such as the health department as well as private associations, foundations and organizations like psychosocial centers and self-help organizations or the Red Cross and the charitable welfare organizations.

Take the opportunity to stand up for yourself.

Gudrun Schliebener

Head of the BAoK e.V.
(Bundesverband der Angehörigen psychisch erkrankter Menschen e.V.)

Autumn 2017

 **Legal assistance**

This brochure cannot discuss every aspect of your rights. Many laws change again and again. So, if you need more information or if you feel treated unfairly, you have several options for legal advice in Germany. Various social institutions, parties (you do not have to be a member), associations for migration and integration, the Protestant and Catholic Church, as well as their organizations, offer free legal advice in many places. If you have little or no income, you also have the right to receive counseling assistance by the local court. To do so, you have to fill out a form for a fee of approximately 15 Euro at the district court. If everything is fine, you will be informed at a later stage that the state will pay your legal counseling. You can choose your own lawyer. However, the lawyer is not obligated to advise you.

■ Basics

Everyone has the right to secure human dignity. This is enshrined in the first article of the Constitutional Law (Grundgesetz – GG). This right is also guaranteed in the European Convention on Human Rights and the Universal Declaration of Human Rights. Human dignity also includes the right to health and medical treatment. Article 25 of the Universal Declaration of Human Rights further defines the right of a living standard that ensures health and well-being. Anyone who falls ill in Germany has fundamentally the right to receive medical treatment.

If you are sick, you are usually treated by doctors in their own doctors' offices. These doctors are called established or local doctors in Germany. If you want to visit a doctor, you usually have to make an appointment beforehand. Otherwise, you have to expect long waiting times. In case of an acute health emergency, it is of course possible to show up unannounced. To go to a hospital, you normally need a referral from a local doctor. Otherwise, only emergencies will be treated in hospitals, for example, if you had an accident.

Usually, there are emergency offices for children and adults in municipalities and districts. These emergency services are available outside the usual opening hours of doctors' offices - in the evenings and at weekends. Some emergency offices have limited opening hours, while other offices ensure a round-the-clock service.

The emergency services treat all physical diseases such as scarlet fever and influenza infections or viral diseases and infections. In cases of serious injuries like arm or leg fractures or cardiovascular diseases, you should immediately go to an emergency room of a hospital. The emergency room is there for the German population and you, 24 hours a day.

Important

In case of an emergency, you should directly call the rescue services (police or ambulance). The emergency number 112 can be dialed at any time – even if you do not have any prepaid credit on your cell phone.

If you need medication, you can get it in a pharmacy. There is medication that needs to be prescribed by a doctor. Other medication is available without a prescription but must be paid by yourself.

Data protection, education and inspection of records

You also have the right that your doctor does not share his or her knowledge about your disease with others. What your doctor knows about you and your medical condition remains confidential between the two of you. Medical confidentiality goes so far as that your doctor is not even allowed to tell your relatives, unless you have explicitly allowed him to do so before. Generally, a doctor is not even allowed to answer the question if you are his or her patient. Data protection is still very strictly handled in Germany all together. Companies, doctors, agencies and authorities are subject to strictly defined rules, to whom they may pass on what kind of information about you. At the same time, however, you often have to give a lot of personal information when you want to receive services from others. If you have any doubts, please inquire explicitly about who is passing on what data about you.



If you are consulting a doctor, you do not only have the right to be treated appropriately but also that your doctor informs you about your disease and its treatment. But when your doctor does not speak any language you understand, it is your responsibility to organize a translator. It is very important that you can understand what your doctor says but also that he understands what you are saying because misunderstandings can have dangerous consequences. One example is a wrong description of your symptoms which can lead to a wrong diagnose and therefore to a wrong prescription of medication. There are also cultural differences in interpreting the described symptoms which repeatedly complicates the treatment of migrated people. In the big cities, there are often aid organizations that know translators who will help you. In hospitals, often staff who can speak your language can help out but only a few hospitals can provide external translators or interpreters.

Furthermore, you have the right to inspect your (patient) files at your insurance company. So, you are allowed to know who has what kind of information about you and what happens with all your data. In some cases, you may also be represented by a doctor who will inform you about the contents of your data. This is sometimes the case with mental disorders.

Refusing help

It does not matter if you are admitted as an asylum-seeking person or if you are still in the asylum procedure, you have a basic right of medical treatment when you are acutely ill. Conversely, you have of course also the right to decide freely and on your own responsibility if and which kind of help you would like to accept. This right is enshrined in the German Constitutional Law (Art. 2 GG). You also have the right to break off any already commenced treatment at any time. In most cases, no one can force you to go to a doctor or take medication. (But health examinations concerning infectious diseases, also after arriving at your refugee accommodation and the involved vaccinations are mandatory). However, this freedom can sometimes be a predicament when a mentally ill person refuses help which he or she actually really needs but does not realize because of the illness. Possibly, he or she would accept this help if they realize the urgent necessity. In especially dangerous cases, coercive measures are allowed, though.

Coercive measures

When talking about coercive measures, three different groups must be differentiated. They are listed below:

The total deprivation of freedom – hospitalization

If you are a serious threat to yourself or to the people around you due to your mental illness, you may be hospitalized in a psychiatric clinic. These institutions are executed on the foundation of the federal state laws. It means that you can be accommodated in a psychiatric hospital (possibly behind closed doors) for a fixed period of time and that you cannot influence where you are allowed to stay. Then, the employees of the psychiatric hospitals take over the responsibility.

This may be the case if you have announced to commit suicide or if you have shown conspicuously aggressive behavior towards your social environment. The hospitalization must be legally justified and approved by a judge.

Treatment against will – the medical enforcement measure

In Germany, you cannot be forced to take medication. But in the event of doubt, the motto is “negotiating instead of treating”. However, there are situations where treating physicians and attending psychiatric personnel consider it appropriate to give you medication because you appear to be too restless, agitated or dangerous.

In the course of a justified emergency, doctors have the possibility to give you medication, nonetheless. Otherwise, the medical practitioner will issue a court order that legitimates the administration of the medication.

Measures of depriving freedom

One of the publicly best perceived group of measures that deprive freedom is mechanically restraining a person to a bed or the complete isolation in a room. These measures of depriving freedom must also be legitimized as a justified emergency. After the direct threat, the measures happen at the ward inside particular rooms.

All measures are basically subject to judicial approval. They represent fundamental interventions to the individual’s freedom rights. That is why it is only possible to take action at the risk of self-endangerment or the endangerment of others. A crucial criterion is the affected person’s capacity of consent. “Somebody is capable of consent when grasping the nature, meaning and scope, i.e. the risks of a medical intervention.” (Scherr 2015, p. 18) All medical measures require the person’s consent.

In Germany, there is a “right or freedom to be ill”, unless a life-threatening situation is given. This means that neither family members, nor the society as such, nor a nursing staff of e.g. a clinic, can take care of you without your permission.

It is especially difficult for relatives to bear and stick to “the right to be ill”. For mankind tend to be and to do good to his fellow man before they experience mental and physical suffering. Thus, in German law, the compulsory measures remain the „last resort“. They always have to be proportionate to the explicit phenomenon.

This means that you can be compulsorily transferred to a psychiatric clinic by the municipal security agency or the police because of a mental crisis. In the worst case, this can also be done with handcuffs. It is possible that you will be brought to a closed institution. At worst, you will be restrained to a bed because of your unrest and because you are perceived as a threat.

These legal terms appear unclear and therefore leave much room for interpretation by the affected people. A health care proxy or a patient decree may clarify terms for the people concerned and involved. In the federal states, the coercive measures regulate the accommodation laws respectively the laws dealing with the mentally ill (Psych KG).

In this context, it is important to differentiate between the immediate accommodation or the temporary accommodation. The immediate accommodation is not supposed to last more than 24 hours. Whereas the temporary accommodation may last from one up to six weeks. A medical certificate is mandatory concerning both accommodations. Sentencing a temporary accommodation, the judge approves the immediate accommodation or waives it.

Criminal liability

The question of criminal liability is crucial when a person has committed a crime during an acute mental crisis. Domestic aggression or violence caused by a mentally ill person is a typical example. Liability describes a minimum degree of self-determination which is required for criminal responsibility. The perpetrator's absent liability can result from a lack of or insufficient personal capacity of insight or control (§ 20 StGB – Penal Code). The requirement for a diminished or reduced liability according to § 20 of the German Penal Code applies when the perpetrator was suffering from a pathological mental disorder or a profound personality disorder at the time of the crime. In addition, it must be clear that the perpetrator was unable to comprehend the wrongdoing or act according to this comprehending due to their aforementioned mental deficits.

Treatment agreements

In some clinics, there are treatment agreements between the mentally ill person and the treating psychiatric hospitals. In this agreements binding arrangements for times of crises are documented. Treatment agreement should also be regarded as confidence-building measures which signalize a certain reliability on the part of the support-needing person and the helping staff.



Behandlungsvereinbarung

zwischen
Vorname, Name: _____
Straße, PLZ, Ort: _____
und der
Klinik _____

Die Klinik _____ kommt in ihrem gesetzlichen Pflichtversorgungsauftrag nach: Sie hat Ihren Willen auf ichterischen Beschluss in die stationäre Entsendung einer schweren Einschränkung der im Unversehrtheit. Um die Auswirkungen dieser Einschränkung besser noch zu vermeiden, verpflichtet sich die Klinik _____

■ Für die Einhaltung der Absprachen konkret Sie Rahmen des psychischen Kasusgesetzes

■ Auf der Grundlage der Dokumentation über ihn den Fall, dass die Klinik sich nicht an die Absprache

Von den Absprachen darf nicht abgewichen werden Oberärztin bzw. der fachärztliche Heilungsleiter Einzelfall von dem Behandlungsabgespräch ab dokumentieren, ausführlich zu begründen und Herr/Frau _____ erkennt die Vereinbarung

Zusatz
der wichtigste

1. Medikamente: _____
2. Auf keinen Fall folgende Medikamente: _____
3. Zwangsmaßnahmen: _____
4. Umgang mit Krisen: _____
5. Vereinbarte Station: _____
6. Vertrauensperson: _____
7. Angehörige: _____

Seite 1 von 7 der Behandlungsvereinbarung

Behandlungsvereinbarung

5. **Zwangsmaßnahmen:**

Falls während der Behandlung psychiatrische Zwangsmaßnahmen notwendig erscheinen, soll vorher festzulegen unbedingt vereinbart werden (Prioritäten durch die Ziffern 1, 2, 3 kennzeichnen):

- Begleitung im weichen Zimmer/Rückzug in reizarme Umgebung
- Einzelbetreuung
- Vertrauensperson hinzuziehen
- Gespräch
- Bad
- Spaziergang mit: _____
- Essen annehmen
- Rauchen
- Musik machen/Musik hören

Bei Zwangsmaßnahmen soll berücksichtigt werden:

Zur Abwendung eines Beschlusses soll aufgrund meiner Erfahrungen berücksichtigt werden:

- _____
- _____
- _____

Falls Zwangsmaßnahmen unumgänglich sind, ist folgende Reihenfolge anzustreben: (Prioritäten durch die Ziffern 1, 2, 3 kennzeichnen):

- Ausgangsbeschränkung
- Zwangsmedikation
- Isolierung
- Fixierung
- _____

Folgende Personen bildet Herr/Frau _____ um Beteiligung an der Sitzung:

Folgende Personen sollen im Falle einer Fixierung Zugang haben:

Dies ist keine Zustimmung im voraus zu diesen Maßnahmen!

Die vorhandene Dokumentation über die Zwangsmaßnahmen soll im Rahmen einer Nachbesprechung gemeinsam ergründet und besprochen werden.

Seite 2 von 7 der Behandlungsvereinbarung

© Göttinger Institut

To write down a treatment agreement, the persons involved should know each other. A treatment agreement regulates how freedom-depriving measures, medication issues and personally trusted people should be handled and taken care of during an inpatient hospital stay. In this agreement, the affected person also defines whether he or she wants to be left in peace in times of a crisis respectively if he or she needs the company of certain people.

Driving suitability and psychiatric drugs

*“Psychiatric drugs are psychoactive drugs which affect neuronal processes of the brain and consequently lead to a change of the mental condition. Psychiatric drugs are used to treat mental illnesses.”
(Wikipedia, retrieved on Sept. 30, 2016).*

Psychiatric drugs impair the person’s consciousness and their perception.

Patients taking psychiatric drugs should definitively question their driving suitability. This question must be answered in close contact with the treating doctor. It is possible that the physician arranges a psychological suitability check. The reason for this is that it is not generally necessary to refrain from driving a vehicle. It is also possible that certain medication increases performance and motivation. But also the opposite is possible. That is why medical consultation about the side effects of medication is crucial.

Taking psychiatric drugs – be it antidepressants, neuroleptics or benzodiazepine – have effects and side effects. The individual responsibility of everyone who needs to take this medication is required.

Patient Decrees

The individual right to self-determination is a core question in all medical and nursing issues. In Germany, there is the possibility to express your will of how to be cared for and treated when the own capabilities decrease or have already decreased. This is done with a patient decree. Patient decrees are not only the expression of last will but also legally binding.

The patient decree defines whether you wish or refuse life-sustaining measures, blood transfusions or drug administration in medical emergencies. Concerning mental disorders and psychiatric care, medication and freedom-depriving measures can be discussed in more detail. There are situations in which the individual is not able anymore to take responsibility for him- or herself. Therefore, it is possible to name an authorized representative in this context who can make decisions in your name.



Health Care Proxy

The health care proxy goes beyond the patient decree by also clarifying economic questions. Due to lacking the capacities of comprehension, consent or business ability because of a mental disease or drug abuse, a health care proxy may become necessary. With a health care proxy, a person of personal trust gets the permission to regulate financial matters. The German law does not permit that relatives decide over medical and financial responsibilities per se. A health care proxy does not have to be certified by a notary. It becomes effective from the moment of signature until further notice.

Anyone who is empowered with a health care proxy may even have more powers than a spouse, if he or she has no power over a bank account. A health care proxy, among other things, can decide over residence regulations and housing issues or represent the person empowering in court.

■ **During asylum procedures**

As long as you are not admitted as an asylum entitled person, you only receive very restricted services in the health care system for the first 15 months of your stay in Germany. This is regulated by the “Asylbewerberleistungsgesetz” (AsylbLG) – the Asylum Seekers Benefit Act.

Asylum Seekers Benefit Laws (AsylbLG)

The Asylum Seekers Benefit Laws (AsylbLG) regulate which benefits asylum seeking persons in Germany may receive in general, who gets how much, which obligations come with the services and which offices are responsible for distributions.

In addition to asylum seekers, foreigners with a tolerance (= suspension of deportation) according to § 60a AufenthG or with a residence permit according to § 25 para. 5 or para. 4 sentence 1 or § 23 para. 1 or § 24 Residence Act as well as enforceable persons obliged to leave and foreigners in a community of dependence with ALG-II recipients are affected by this Act. Anyone who has a residence permit according to § 25 (4a), (4b) or (5) of the Residence Act shall be entitled to benefits under SGB II or XII after 18 months from the point of being granted toleration, and no longer fall under AsylbLG.

According to §§4 and 6 of the AsylbLG, you only receive medical help when you are pregnant or you acutely in need of treatment or are in pain. This counts for both mental and physical conditions. Children, victims of torture and violence as well as disabled persons have a right for additional care (§ 6.2 AsylbLG).

Furthermore, you have the right to receive vaccinations and some other medical benefits.

The AsylbLG is no longer valid for you after you got admittance of being an asylum entitled person and the current month has passed. From this point on, you are qualified for all services according to the SGB II or XII (the Code of Social Law).

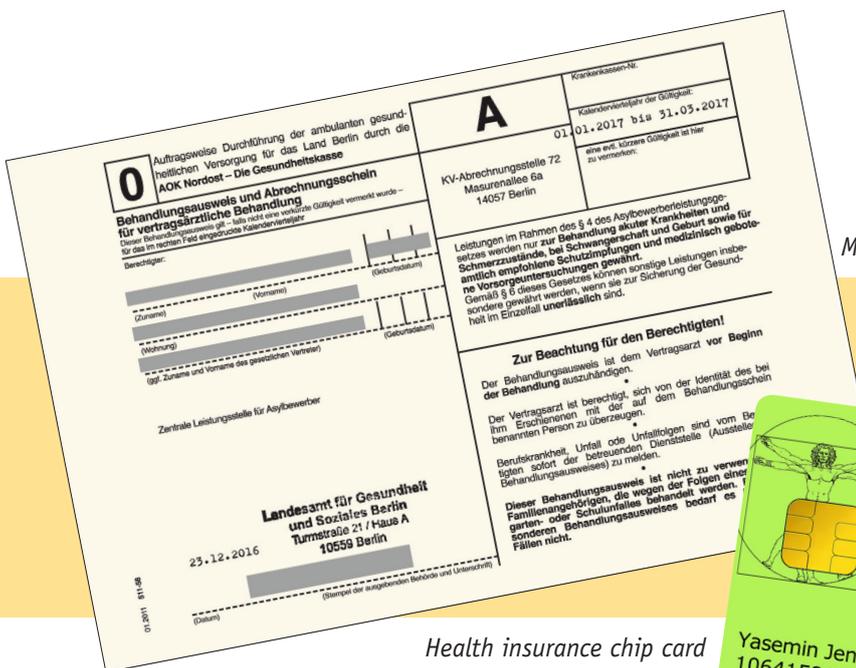
Medical treatment certificate

When you are in need of treatment and must see a doctor, in most states, you have to collect a medical treatment certificate at a governmental agency beforehand.

Usually, you can get these certificates at the social welfare office after the employee there has decided about the necessity of the need of visiting a doctor. With this certificate, you can now go to a doctor who will treat you medically. This certificate is valid

for three months. After that time, you need to apply for a new one. Only in cases of emergency a certificate is not needed, e.g. when you had an accident or birth begins.

When your doctor says that you need to go to a hospital, you must apply for an extra medical treatment certificate. You also need a certificate when you have a prescription for medication and want to get it in a pharmacy. But you do not have to pay any prescription fees. Subject to extra approval are according to § 73 SGB XII further measures like psychotherapy, physiotherapy, orthopedic shoe inlays or the services of an interpreter/translator.



0 Auftragsweise Durchführung der ambulanten gesundheitlichen Versorgung für das Land Berlin durch die AOK Nordost – Die Gesundheitskasse

Behandlungsausweis und Abrechnungsschein für vertragsärztliche Behandlung
Dieser Behandlungsausweis gilt – falls nicht eine sonstige Gültigkeit vermerkt wurde – für das im nächsten Feld eingezeichnete Kalendermonatsjahr

Berechtigter: _____ (Geburtsdatum) _____ (Geburtsdatum)

(Vorname) _____ (Nachname) _____ (Geburtsdatum)

(Wohnung) _____ (Geburtsdatum)

(ggf. Vorname und Name des gesetzlichen Vertreters)

Zentrale Leistungsstelle für Asylbewerber

Landesamt für Gesundheit und Soziales Berlin
Tumstraße 21 / Haus A
10559 Berlin

23.12.2016 (Datum)

Stampf der ausstellenden Behörde und Unterschrift

A Krankenkassen-Nr. _____
Kalendermonatsjahr der Gültigkeit: 01.01.2017 bis 31.03.2017
eine evtl. kürzere Gültigkeit ist hier zu vermerken:

KV-Abrechnungsstelle 72
Masurinallee 6a
14057 Berlin

Leistungen im Rahmen des § 4 des Asylbewerberleistungsgesetzes werden nur zur Behandlung akuter Krankheiten und Schmerzzustände, bei Schwangerschaft und Geburt sowie bei sonstigen medizinisch gebotenen Vorsorgeuntersuchungen gewährt. Gemäß § 8 dieses Gesetzes können sonstige Leistungen insbesondere gewährt werden, wenn sie zur Sicherung der Gesundheit im Einzelfall unerlässlich sind.

Zur Beachtung für den Berechtigten!
Der Behandlungsausweis ist dem Vertragsarzt vor Beginn der Behandlung auszuhändigen.
Der Vertragsarzt ist berechtigt, sich von der Identität des bei ihm Erscheinenden mit der im Behandlungsschein benannten Person zu überzeugen.
Benutzkrankheit, Unfall oder Unfälle sind vom Berechtigten sofort der betreuenden Dienststelle (Ausstellung des Behandlungsausweises) zu melden.
Dieser Behandlungsausweis ist nicht zu verwenden für Familienangehörige, die wegen der Folgen eines Garten- oder Schulunfaltes behandelt werden.
Sonstigen Behandlungsausweises bedarf es nicht.

Medical treatment certificate

Health insurance chip card



Health insurance chip card

In some federal states, you get an electronic health insurance chip card. As long as your asylum procedure runs, the city or municipality you live in will pay the insurance fees. When you have this plastic chip card, you do not need to collect a medical treatment certificate anymore. You can just go to a doctor when you are sick. What applies here, too, is that in the first 15 months of your stay in Germany, all services are very restricted.

Other possibilities

Even though you only have very restricted possibilities as an asylum-seeking person, there are various welfare organizations and doctors in Germany who are voluntarily and without payment committed to your health. The most important are the Red Cross, Diakonie, Caritas and the Malteser assistance service. In some federal states, cities and communities, doctors and psychologists also offer consultation hours in reception centers for asylum seekers. In addition, you can always find information concerning medical care at the health department of your city. Most health departments have also social psychiatric services which can help you with mental suffering. You can also find help at psychosocial information centers which your city certainly offers. When you suffer heavily from a mental crisis, you can also turn to the psychosocial centers. There are 35 centers across Germany. You can find the addresses in the appendix of this brochure.

Further rights

If you are affected by a disability due to a physical or mental illness, you have the right to a disabled person's pass. This pass gives you access to various benefits and discounts as well as protection and assistance in daily life and at work (SGB IX). In many cities, you can use the public transport system for free, or have a better chance of finding a job, if you have a residence permit. You also qualify for the pass when your asylum procedure is still in progress. You can apply for the disabled person's pass at the responsible pension office or State Office (www.versorgungsaeemter.de). The application for the disabled person's pass happens via form and without any problems. The pension office gathers all necessary medical information from the treating physicians and judges the degree of disability according to this information. This procedure takes a few weeks and is free for you as affected person.



Mein Zeichen, meine Nachricht vom (Durchwahl)

Ihre Zeichen, Ihre Nachricht vom

Asylverfahren des/der
Vorname/NAME

geb. am

Sehr geehrte(r) Frau/Herr

mit dem beigefügten Fragebogen möchte ich Ihnen die Möglichkeit einräumen, in einem beschleunigten schriftlichen Verfahren die Gründe für ihr Schutzersuchen im Bundesgebiet darzulegen.

Das Ausfüllen des beigefügten Fragebogens ist für Sie freiwillig. Ergibt sich aus Ihrer schriftlichen Erklärung und etwaigen weiteren beigefügten Unterlagen, dass Ihrem Schutzersuchen stattgegeben werden kann, besteht die Möglichkeit einer deutlichen Verkürzung Ihres Asylverfahrens.

Being admitted as an asylum-seeking person

If you are admitted for asylum, you have significantly more entitlements to benefits of the German health care system. One of them is the electronic health insurance chip card, which you may have already had before being admitted.

You receive the electronic health insurance chip card, which entitles you to almost every common service of the health care system, when you have either been admitted for asylum or after staying in German for 15 months without longer interruptions. Then you can choose the membership with one of the major public health insurances. When you do not have a sufficient job or income, the job center will pay your insurance fees, if you are admitted. The social welfare office pays before that. When you have a residence permit, you have the same rights concerning medical care as any German citizen.

With your chip card, you can get appropriate treatment with most local doctors when you get ill.

Except for acute emergencies, you have to make an appointment beforehand. The usual services will be paid by your insurance company. Anything that goes beyond that must be paid by you. Usually, you only go to a hospital in cases of emergency or when a doctor has referred you there.

As an insured person, you have the right to “treatment of diseases when it is necessary to detect a disease, to cure, to prevent exacerbation or symptom relief” (§ 27 SGB V). This includes physical as well as mental illnesses like depression, traumas, addictions to alcohol, drug and medication as well as psychoses and anxiety disorders. As a mat-

ter of course, this also includes the supply with necessary medication and the so called therapeutic services like massages, ergotherapy, physiotherapy etc. (§ 32 SGB V). So, with the health insurance chip card, you can also go to a psychotherapist when you are suffering from mental problems. However, the insurance does not normally pay for translators.

When the doctor prescribes you medication, you usually have to pay a part of it. When you receive financial support from the job center, it is usually possible to be released from paying any extra costs. The necessary application form can be submitted to your insurance company.



As a member of an insurance company, you can decide which doctor you want to consult as long as he or she has a contract with the company. It is like that with most of the local doctors. This right does not apply in hospitals or rehab facilities, though. There you will be treated by the doctor who is appointed to you.

To shorten or prevent hospitalization, a doctor can also order a **home care** if you have an own apartment (§ 27 SGB V). That means that you do not need to go to a hospital but can stay at home. On a regular basis, someone will come to your house for medical care until you are healthy again.

Mandatory insurance

Since 2009 – with only a few exceptions – everyone living in Germany, must be a member of an insurance company. The insurance fees are dictated by the insured person's income. Those who do not have a sufficient or no income, the job centers cover the fees. There are mainly two kinds of health insurances in Germany: the private and the statutory insurance. As long as you are in asylum procedures, you are not insured for the first 15 months. Usually, the social welfare office pays your doctor's bills and the like.

In addition, insurance companies offer numerous consultations and advice on different topics concerning health, pregnancy, addiction, diet, sports, allergies, dealing with stress, mental stability as well as various courses on how to protect your health. They also pay different vaccinations and regular medical check-ups to prevent or detect diseases like tooth decay or cancer at the earliest stage when they are still best treatable. They are family insurance packages that insure all family members together.

When you are unemployed, either the job center or the social welfare office pays your insurance fees.

When ill

Health insurance

As a member of an insurance company, you do not only have the right of treatment and medication. Someone who is not able to work because of an involuntary illness has the right to continually receive their pay from the employer for the first six weeks (§ 3 EntgFZG). In Germany, this principle is called **“Lohnfortzahlung im Krankheitsfall” – continued pay on sick leave**. But you must immediately bring your employer a medical certification from your doctor that you are not able to work because of your condition. When you are still ill after six weeks, your insurance company continues to pay a part of your wage to balance out your loss of income. This is the so called **“Krankengeld” – sickness benefit**. As a self-employed person, however, you need to have an additional or supplementary insurance beforehand to receive sickness benefits. As long as you are ill, your employer is not allowed to deduct these days from your annual holidays (§ 10 BUrlG).

Disability

If you are affected by a disability due to a physical or mental illness, you have the right to have a disabled person's pass. This pass gives you access to various benefits and discounts as well as protection and assistance in daily life and at work (SGB IX).



In many cities, you can use the public transport system for free, or have a better chance of finding a job if you have a residence permit. You also qualify for the pass when your asylum procedure is still in progress. You can apply for the disabled person's pass at the local social welfare office.

Rehabilitation measure

In order to find a way back to everyday life and work after a long and stressful mental or physical illness, after a serious accident or when you have overcome an addiction, there are various measures of rehabilitation (rehab) in Germany.

These measures are conducted in so called rehab facilities. In some facilities, you can actually live there for the duration of the therapy, in others you come in in the morning, stay during the day but spend the night at home. By being insured, you have the right to get such a measure when you need it. Your employer has to pay your wage for the first 42 days of the rehab if you are still not able to work (§9 EFZG). Also in this case he or she is not allowed to deduct these days from your annual vacation days (§ 10 BUrlG).

As a mentally ill or disabled person, you furthermore have the right to help finding a suitable job. If necessary, the local welfare agency is able to subsidize the employer respectively the job when he or she employs you under this condition.

Care and support dependency

When you are incapable to sufficiently take care of your children, your spouse has a right to receive support, if it was you who took care of them so far (§ 20 SGB VIII). You yourself have also the right to get support when you live alone with your children. This support can be a household help.

Nursing care insurance

When you are registered in a health care insurance company, you are automatically a member of a nursing care insurance. If you, e.g. due to an illness or disability, are incapable of doing your personal hygiene, or eat, have limited mobility (e.g. problems with getting up, dressing, climbing stairs) or insufficient home care (concerning shopping, cooking or laundry), the nursing care insurance can help. Even your relatives have the right to get financial support if they do these things for you. The nursing care insurance also tries to help avoiding care dependency by prevention, medical treatment and rehabilitation.

If you need more help that the insurance covers and the costs cannot be paid by yourself or another service provider (e.g. an accident insurance), you still have a right to get help. The costs are covered by the social welfare office, where you can submit an application.

Other possibilities of care and support

When you are not capable of taking care of your legal affairs, you can get a legal guardian. You can instruct the guardian to manage your assets, your housing affairs or your mail, to regulate your health care, and to represent you at all authorities, insurances and social service providers. But you decide about all the details (§ 1901 BGB). It is also your decision which tasks should be completed by your guardian. To get a legal guardian, you must suffer from a mental illness or a physical, mental or psychological disability. Furthermore, you must be incapable of taking care of your personal affairs yourself and ordering a legal guardian must be necessary. That means that other people like e.g. authorized representatives from your personal environment, or social services, are not available to do these duties. The responsible guardianship court orders the legal guardian who will be either appointed to you or you can choose yourself. The guardian will reach out to you.

Livelihood

Being unemployed

When you are unemployed, you have the right to financial support for the most necessary things in daily life. What these things are depends on various factors. The most important are: For how long have you been paying into an unemployment insurance? How old are you? And: Are you in a health condition that allows you to work?

If you have previously paid unemployment insurance for at least 12 months, you have the right to get support (unemployment benefit I) in the case of a commencing unemployment. How long you will receive this benefit is depending on the duration of paying in the unemployment insurance and your age. The sum is depending on your last income. When you are not eligible for the unemployment benefit I (the ALG I) but are basically able to work, you can apply for the ALG II. This sum is depending on the size of your family and your apartment. When you are not able to work because you are suffering from e.g. a serious chronic disease, you have the right to get **help for your livelihood**.

That means that when you cannot work and have not received any other social benefits, you have the right that your rent, power, heating and other most necessary things of daily life are being paid for. This also includes health insurance fees and possibly the pension insurance fee.

Basic security in old age

If you have reached retirement age and your pension is not sufficient to cover the daily livelihood, you are eligible for basic security in old age. Applications can be submitted at your local social welfare office.

Child and housing benefit

When you have a residence permit which also allows you to work, you have the **right to receive child benefit**. Child benefit is a government assistance for raising children. When your child is 18 and older and is not able to earn his or her livelihood on their own because of a psychical or mental disability, under certain circumstances it is also possible to extend the usual duration of child benefits. One condition is that your income does not exceed a certain amount. When the disability occurred before the child's 27th birthday, child benefits are paid beyond that age.



When your income falls below a certain limit, you have the possibility to get **rent aid** (Beihilfe zur Wohnungsmiete) – the so called Wohngeld, the housing benefit. The limit is depending on various factors: e.g. size and age of the apartment, in which city or community you live in. You can apply for the aid at your local social welfare office.

Help and support by the Constitutional State

Help in special life situations

People in special life situations are people who are, due to unusual difficulties, depending on the help of others to resolve or reduce these difficulties. There is no clear

definition of this term. This group includes disabled persons, homeless people, people recently released from prison or a closed mental institute, people with addiction disorders or care-dependent persons.

Help for expecting mothers and women in childbed

This help includes medical care and support as well as midwife assistance, medication, bandage and remedy supply, care in an institute or at home, birth grant. These benefits should usually comply with the services according to the requirements that are granted by the health insurance.

Integration assistance for disabled people

If you are permanently physically, mentally or psychologically significantly disabled, you have the right to receive integration assistance. Measures include among others outpatient and inpatient treatment or other medical procedures like contraception, elimination or reduction of the disability, supply of prostheses and other aids, help to appropriate education, help to learning a proper profession or other appropriate occupation, help to further education of the former or similar profession.

Elderly care

Elderly care is supposed to prevent, overcome or reduce difficulties that come with age. Measures of elderly care are among others helping to find and maintain an apartment, help with all questions concerning admission in a nursing home or facility, help with all questions concerning claiming age-appropriate services. There are various organizations in your city or community to which you can turn to.

Help to overcome special social challenges

You are eligible to help to overcome special social difficulties when you are confronted with special circumstances which are connected to social challenges. Such circumstances may be homelessness, poverty, domestic violence or if you have just been released from prison or a closed mental institution (Kap. 8 SGB XII). Social challenges mean that you are hindered to participate in societal life because of exclusion or marginalization due to e.g. addiction disorder. The help you can get include among others consulting and personal support for you and your relatives, help in finding an apartment and a job and also keeping them, and help to take root in society.

Appendix

Literary sources

Judith Scherr: Umgang mit Zwangsmaßnahmen in Krankenhäusern, Psychiatrien und Pflegeeinrichtungen. (How to Deal with Coercive Measures in Hospitals, Psychiatric Clinics and Nursing Homes.) Deutsche Krankenhaus Verlagsgesellschaft: Düsseldorf 2015.

Sozialgesetzbücher. Deutscher Taschenbuchverlag: Munich 2016 (45th edition).

Weblinks

These links help you to find all necessary documents and forms on the internet:

Treatment Agreement

www.psychiatrie-verlag.de/fileadmin/storage/dokumente/Diverse/ZusatzmaterialService/Diverse/behandlungsvereinbarung.pdf

Patient Decree

www.bmjv.de/SharedDocs/Downloads/DE/Formulare/Anlagen/Patientenverfuegung_Textbausteine_pdf.pdf?__blob=publicationFile&v=5

Health Care Proxy

www.bmjv.de/SharedDocs/Downloads/DE/Formulare/Vorsorgevollmacht.pdf?__blob=publicationFile&v=4

Glossary

ALG I Unemployment benefit I

“Unemployment benefit is a payment of the German unemployment insurance, which is paid when unemployment occurs and is bound to further conditions. Usually it is paid up to one year, with older unemployed persons up to two years. The legal foundations for the unemployment benefit are included in the third social security statute book (SGB III). Similar benefits are also available in other European countries.”
(Wikipedia, retrieved on September 30, 2016)

ALG II Unemployment benefit II

“The unemployment benefit II (commonly also known as Hartz IV) is the benefit for the basic security of employable beneficiaries according to the second social security statute book (SGB II) in Germany. It is supposed to enable the eligible persons to lead a life in human dignity.” (Wikipedia, retrieved on September 30, 2016)

AufenthG Law on the residence, employment and the integration of foreigners on federal territory

“The laws on residence include the essential legal foundations on arrival and departure as well as the residence of foreigners in Germany. Not covered by the laws on residence are citizens of the European Union who are entitled to freedom of movement and their families as well as several special groups of foreigners (e.g. diplomats, NATO-members).” (Wikipedia, retrieved on September 30, 2016)

AsylbLG Asylum Seekers Benefits Act (Asylbewerberleistungsgesetz)

“Since 1993, the Asylum Seekers’ Benefits Act (AsylbLG) has regulated the amount and form of benefits which can be claimed in the Federal Republic of Germany by persons who are in need of asylum, those who are tolerated, and those who are legally obliged to leave Germany. Causes for the need of assistance can be, for example, no income (partly due to no work permit) or insufficient income and assets insufficient to cover needs.” (Wikipedia, retrieved on September 30, 2016)

BGB Civil Law Code

“The Civil Law Code (BGB), as the central codification of German private laws, regulates the most important legal relations between private individuals. Together with its ancillary or subsidiary laws (e.g. German Condominium Act, Insurance Contract Act, Law on Civil Partnership, General Equal Treatment Act), it forms the general private law. However, it does not provide a complete codification of the German civil law.” (Wikipedia, retrieved on September 30, 2016)

- BUrlG* *Federal Leave Act (Bundesurlaubsgesetz)*
- “The Federal Leave Act (BurlG) provides for the regulation of recreational holidays in Germany. It was announced on January 8, 1963 and supplements a minimum standard regulation of the (until then and since then) existing and numerous individual agreements between the unions and management parties of each industry branch and countries. The purpose of this Act is social labor protection. (Wikipedia, retrieved on September 30, 2016)
- EntgFZG* *Law on wage payments on holydays and in case of sick leave*
- “Since 1994, the Continued Remuneration Law regulates the payment of wages on public holidays and the continued pays in cases of illness to workers, employees and trainees as well as the economic safety in the area of home-based work on public holidays and in cases of sick leave.” (Wikipedia, retrieved on September 30, 2016)
- GG* *The Constitutional Law, The Constitution of the Federal Republic of Germany (Grundgesetz, Verfassung der Bundesrepublik Deutschland)*
- SGB II* *Second Code of Social Law (Zweites Sozialgesetzbuch)*
- “The Second Code of Social Law (SGB II) came into effect on January 1, 2005 and is generally referred to as the Hartz IV Act. It regulates the promotion (including financial support) of employable persons from 15 years of age and under 65 years of age, as well as their relatives, as far as they cannot earn their livelihood by themselves.” (Wikipedia, retrieved on September 30, 2016)
- SGB V* *Fifth Code of Social Law (Fünftes Sozialgesetzbuch)*
- “The Fifth Code of Social Law summarizes all regulations concerning the public health insurance.” (Wikipedia, retrieved on September 30, 2016)
- SGB VIII* *Eighth Code of Social Law (Achstes Sozialgesetzbuch)*
- “The Eighth Code of Social Law covers the federal regulations concerning child and youth welfare in Germany.” (Wikipedia, retrieved on September 30, 2016)

SGB XII Twelfth Code of Social Law (Zwölftes Sozialgesetzbuch)

“The Twelfth Book of the Social Code contains the regulations for social assistance or welfare in Germany. It was introduced by the Act on the Classification of Social Aids in the Social Code of 27 December 2003 with effect from 1 January 2005 and replaced the Federal Law on Social Assistance (BSHG). At the same time, a new but similar social welfare benefit has been introduced for jobseekers who had previously been entitled to social welfare benefit or unemployment benefit (the unemployment benefit II). This happened under the Fourth Act for Modern Services on the Labor Market of 24 December 2003 (Hartz IV law) with the introduction of the Social Code Second Book (SGB II).” (Wikipedia, retrieved on September 30, 2016)

Psychosocial Centers in Germany

- PSZ Aachen – Psychosoziales Zentrum für Flüchtlinge (Psycho Social Centre for Refugees) in der Städteregion Aachen (PÄZ Aachen e.V.)
Mariahilfstraße, 16, 52062 Aachen
Phone: 0241 49000, Fax: 0241 49004,
E-Mail: paez.ac@t-online.de und Psz.ac@gmx.de, Web: www.paez-aachen.de/psz.html
- Diakonisches Werk Altenkirchen – Fachdienst für Flüchtlinge und Migranten, Psychosoziales Zentrum für Flüchtlinge (Special service for Refugees and Migrants, Psycho Social Centre for Refugees)
Stadthallenweg 16, 57610 Altenkirchen
Phone: 02681 800820, E-Mail: liebmann@dw-ak.de, Web: diakonie-altenkirchen.de/psz
- Zentrum Überleben gGmbH, GSZ Moabit, Haus K Eingang C, 3. OG
Turmstraße, 21, 10559 Berlin
Phone: 030 3039060, Fax: 030 30614371,
E-Mail: info@ueberleben.org, Web: www.ueberleben.org
- XENION Berlin – Psychosoziale Hilfen für politisch Verfolgte
Paulsenstraße 55/56, 12163 Berlin
Phone: 030 3232933, Fax: 030 3248575,
E-Mail: info@xenion.org, Web: www.xenion.org

- **Behandlungsstelle für traumatisierte Flüchtlinge (Care Centre for traumatized Refugees), Fürstenwalde, c/o KommMit e.V., Haus K, Eingang D, 2. OG links Turmstraße, 21, 10559 Berlin**
Phone: 030 98353731, Fax: 030 98353914,
E-Mail: m.misselwitz@kommit.eu, Web: www.bbzberlin.de/kontakt/impressum/53-%E2%80%9Ekooperation-f%C3%BCr-fl%C3%BChtlinge-in-brandenburg%E2%80%9C-kfb.html

- **PSZ Bielefeld – Psychosoziales Zentrum für Flüchtlinge (Psycho Social Centre for Refugees), (Ev. Krankenhaus Bielefeld gGmbH und AK Asyl e.V.)**
Friedenstraße 4-8, 33602 Bielefeld
Phone: 0521 787-15246, Fax: 0521 787-15293,
E-Mail: dallwitz@ak-asyl.info, Web: www.psz-nrw.de/psz-netzwerk/psz-bielefeld/,
Flyer: www.psz-nrw.de/wp-content/uploads/2015/05/Flyer-PSZ-Bielefeld.pdf

- **MFH Bochum – Medizinische Flüchtlingshilfe (Medical Aid for Refugees) e.V.**
Dr.-Ruer-Platz 2, 44787 Bochum
Phone: 0234 9041380, Fax: 0234 9041381,
E-Mail: info@mfh-bochum.de, Web: www.mfh-bochum.de

- **REFUGIO Bremen – Psychosoziales Zentrum für ausländische Flüchtlinge (Psycho Social Centre for foreign Refugees) e.V.**
Außer der Schleifmühle 53, 28203 Bremen
Phone: 0421 3760749, Fax: 0421 3760722,
E-Mail: info@refugio-bremen.de, Web: www.refugio-bremen.de

- **Psychosoziales Zentrum für Flüchtlinge (Psycho Social Centre for Refugees) Dortmund**
Lange Straße 44, 44137 Dortmund
Phone: 0231 88088114, E-Mail: psz@awo-dortmund.de

- **Sächsischer Flüchtlingsrat e.V.**
Dammweg 5, 01097 Dresden
Phone: 0351 4692607, Fax: 0351 4692508,
E-Mail: info@saechsischer-fluechtlingsrat.de, Web: www.saechsischer-fluechtlingsrat.de

- **Psychosoziales Zentrum für Flüchtlinge (Psycho Social Centre for Refugees) Düsseldorf**
Benrather Straße 7, 40213 Düsseldorf
Phone: 0211 54417322, Fax: 0211 54417320,
E-Mail: info@psz-duesseldorf.de, Web: www.psz-duesseldorf.de

■ refugio thüringen – Psychosoziales Zentrum für Flüchtlinge
(Psycho Social Centre for Refugees) e.V., Standort Erfurt
Friedrich-Schiller-Straße 44, 99096 Erfurt
Phone: 0361 60268079, Fax: 0361 74429566,
E-Mail: pszf-erfurt@refugio-thueringen.de, Web: www.refugio-thueringen.de

■ Ev. Zentrum für Beratung und Therapie am Weißen Stein
(Centre for Counselling and Therapy at Weißer Stein)
Olof-Palme-Straße 17, 60439 Frankfurt/Main
Phone: 069 5302-222, Fax: 069 5302-294,
E-Mail: anne.rottlaender@frankfurt-evangelisch.de,
Web: www.frankfurt-evangelisch.de/91.html

■ FATRA Frankfurt/M. – Frankfurter Arbeitskreis Trauma und Exil e.V.
Berger Straße 118, 60316 Frankfurt/Main
Phone: 069 499174, Fax: 069 498526,
E-Mail: info@fatra-ev.de, Web: www.fatra-ev.de

■ Pro Asyl – Bundesweite Arbeitsgemeinschaft für Flüchtlinge
(Federal Working Collective for Refugees) e.V.
Postfach 160624, 60069 Frankfurt/Main
Phone: 069 230688, Fax: 069 230650,
E-Mail: proasyl@proasyl.de, Web: www.proasyl.de

■ Psychosoziales Zentrum für Asylsuchende und MigrantInnen
(Psycho Social Centre for Asylum Seekers and Migrants) in Vorpommern,
im Kreisdiakonischen Werk Greifswald e.V.
Kapaunenstraße 10, 17489 Greifswald
Phone: 03834 2311269, Fax: 03834 2311265,
E-Mail: psz@kdw-greifswald.de, Web: www.psz-greifswald.de

■ PSZ für Flüchtlinge (Psycho Social Centre for Refugees) Diakonie Mark-Ruhr
Bergstraße 121, 58095 Hagen
Phone: 02331 30646-2047, Fax: 02331 30646-2048,
E-Mail: psz-hagen@diakonie-mark-ruhr.de, Web: tinyurl.com/y87hjoos

■ Psychosoziales Zentrum für Migrantinnen und Migranten
(Psycho Social Centre for Migrants) Sachsen-Anhalt,
Standort Halle (Saale)
Charlottenstraße 7, 06108 Halle (Saale)
Phone: 0345 2125768,
E-Mail: kontakt@psz-sachsen-anhalt.de, Web: www.psz-sachsen-anhalt.de

■ haveno, Gesundheitszentrum (Health Care Centre) St. Pauli, Haus 5
Seewarterstraße 10, 20459 Hamburg
Phone: 040 31793535, Fax: 040 31186951, E-Mail: info@haveno.de, Web: www.haveno.de

■ SEGEMI, Seelische Gesundheit Migration und Flucht
(Mental Health Migration and Flight) e.V.
Adenauerallee 10, 20097 Hamburg
E-Mail: info@segemi.org, Web: www.segemi.org

■ Netzwerk für traumatisierte Flüchtlinge in Niedersachsen
(Network for traumatized Refugees) e.V.
Marienstraße 28, 30171 Hannover
Phone: 0511 85644514, Fax: 0511 85644515,
E-Mail: info@ntfn.de, Web: www.ntfn.de

■ refugio thüringen – Psychosoziales Zentrum für Flüchtlinge
(Psycho Social Centre for Refugees) e.V., Standort Jena
Ferdinand-Lassalle-Straße 8, 07743 Jena
Phone: 03641 226281, Fax: 03641 238198,
E-Mail: koordination@refugio-thueringen.de, Web: www.refugio-thueringen.de

■ Therapiezentrum für Folteropfer (Therapy Centre for Victims of Torture) des Caritas-
verbandes für die Stadt Köln e.V.
Spiesergasse 12, 50670 Köln
Phone: 0221 16074-0, Fax: 0221 1390272,
E-Mail: therapiefolteropfer@caritas-koeln.de, Web: tinyurl.com/tzfof

■ Psychosoziales Zentrum für Geflüchtete (Psycho Social Centre for Refugees) Leipzig,
Mosaik Leipzig –
Kompetenzzentrum für transkulturelle Dialoge e.V.
Peterssteinweg 3, 04107 Leipzig
Phone: 0341 92787712, psz@mosaik-leipzig.de, www.mosaik-leipzig.de

■ Psychosoziales Zentrum (Psycho Social Centre) Dresden,
CALM Sachsen (das Boot gGmbH)
Friedrichstraße 28a, 01067 Dresden
Phone: 0351 26440090, E-Mail: psz.dresden@das-boot-ggmbh.de,
Web: www.calm-sachsen.de/de/psz-dresden

■ Exilio Lindau – Hilfe für Flüchtlinge und Folterüberlebende
(Help for Refugees and Survivors of Torture) e.V.

Reutiner Straße 5, 88131 Lindau

Phone: 08382 409450, Fax: 08382 409454,

E-Mail: info@exilio.de, Web: www.exilio.de

■ Diakonie Pfalz – Psychosoziales Zentrum (Psycho Social Centre) Pfalz, Ludwigshafen
Wredestraße 17, 67059 Ludwigshafen

Phone: 0621 49077710, E-Mail: psz-pfalz@diakonie-pfalz.de, Web: www.diakonie-pfalz.de

■ Psychosoziales Zentrum für Migrantinnen und Migranten

(Psycho Social Centre for Migrants) Sachsen-Anhalt,

Standort Magdeburg

Karl-Liebknecht-Straße 55, 39114 Magdeburg

Phone: 0391 63109807, Fax: 0391 50676985,

E-Mail: kontakt@psz-sachsen-anhalt.de

■ Caritasverband Mainz e.V. – Psychosoziales Zentrum für Flucht und Trauma
(Psycho Social Centre for Flight and Trauma), Mainz

Rheinallee 3a, 55116 Mainz

Phone: 06131 907460, E-Mail: beratungszentrum@caritas-mz.de,

Web: www.caritas-mainz.de/caritas-vor-ort/mainz/cbjz-st.-nikolaus/psychosoziale-zentrum-fuer-flucht-und-trauma

■ Caritasverband für die Region Rhein-Mosel-Ahr e.V. IN TERRA –

Psychosoziales Zentrum für Flüchtlinge (Psycho Social Centre for Refugees), Mayen

St.-Veit-Straße 14, 56727 Mayen

Phone: 02651 98690, E-Mail: goepfert-m@caritas-mayen.de,

Web: www.caritas-rhein-mosel-ahr.de

■ REFUGIO München – Beratungs- und Behandlungszentrum für Flüchtlinge und Folteropfer
(Consultation and Care Centre for Refugees and Victims of Torture) e.V.

Rosenheimer Straße 38, 81669 München

Phone: 089 9829570, Fax: 089 98295757,

E-Mail: office@refugio-muenchen.de, Web: www.refugio-muenchen.de

■ Refugio Münster – Psychosoziale Flüchtlingshilfe (Psycho Social Help for Refugees)

Hafenstraße 3-5, 48153 Münster

Phone: 0251 1448631, Fax: 0251 1448634,

E-Mail: info@refugio-muenster.de, Web: www.refugio-muenster.de

■ Psychosoziale Anlaufstelle für Geflüchtete (Consultation Centre for Refugees)

Am Alten Kirchhof 12, 24534 Neumünster

Phone: 04321 24488, Fax: 04321 24219,

E-Mail: bzm@diakonie-altholstein.de, Web: www.diakonie-altholstein.de/de/Psychosoziale-Anlaufstelle-fuer-Gefluechtete

■ PSZ Nürnberg – Psychosoziales Zentrum für Flüchtlinge (Consultation Centre for Refugees)

St.-Johannis-Mühlgasse 5, 90419 Nürnberg

Tel: 0911 39363-62, Fax: 0911 39363-61,

E-Mail: buellesbach.charlotte@rummelsberger.net, Web: www.migration.rummelsberger-diakonie.de/beratung/psychosoziales-zentrum/

■ IBIS – Interkulturelle Arbeitsstelle e.V.,

Klävemannstraße 16, 26122 Oldenburg

Phone: 0441 884016 (Zentrale); 0441 9849605 (Verwaltung und Geschäftsführung);

0441 39038943 (Deutsch, Arabisch, Kurdisch, Farsi, Dari);

0441 39063323 (Deutsch, Englisch, Französisch),

Fax: 0441 9849606, E-Mail: info@ibis-ev.de, Web: www.ibis-ev.de

■ Gesellschaft für Inklusion und Soziale Arbeit (Society for Inclusion and Social Work)

– ISA e.V., FaZIT – Fachberatungsdienst Zuwanderung, Integration und Toleranz

Zum Jagenstein 3, 14478 Potsdam

Phone: 0331 9676250, Fax: 0331 9676259, E-Mail: info@fazit-brb.de, Web: www.bbzberlin.de

■ PSZ Saarbrücken – Psychosoziales Beratungszentrum des Deutschen Roten Kreuzes
(Psycho Social Consultation Centre of the German Red Cross)

Vollweidstraße 2, 66115 Saarbrücken

Phone: 0681 9764254, Fax: 0681 9764290,

E-Mail: psz@lv-saarland.drk.de, Web: <http://tinyurl.com/lv-sl-psz>

■ PBV Stuttgart – Psychologische Beratungsstelle für politisch Verfolgte und Vertriebene
(Psychological Consultation Centre for politically persecuted persons)

Schloßstraße 76, 70176 Stuttgart

Phone: 0711 2854450, Fax: 0711 2054499507,

E-Mail: pbv@eva-stuttgart.de, Web: www.eva-stuttgart.de/unsere-angebote/angebot/psychologische-beratungsstelle-pbv

■ Refugio Stuttgart e.V. – Psychosoziales Zentrum für traumatisierte Flüchtlinge
(Psycho Social Centre for traumatized Refugees)

Weißenburgstraße 13, 70180 Stuttgart

Phone: 0711 6453127, Fax.: 0711 6453126,

E-Mail: info@refugio-stuttgart.de, Web: www.refugio-stuttgart.de

■ Ökumenische Beratungsstelle für Flüchtlinge
(Ecumenical Consultation office for Refugees), Trier,

Landkreise: Trier, Trier-Saarburg, Bitburg-Prüm, Bernkastel-Wittlich, Rhein-Hunsrück-Kreis (VG Kirchberg, VG Kastellaun, VG Simmern)

Dasbachstraße 21, 54292 Trier

Phone: 0651 9910600, E-Mail: fluechtlingsberatung@diakoniehilft.de,

Web: www.jmd-trier.de/%C3%B6kumenische-beratungsstelle-f%C3%BCr-fl%C3%BChtlinge/

■ BFU Ulm – Behandlungszentrum für Folteropfer Ulm
(Care Centre for Victims of Torture)

Innere Wallstraße 6, 89077 Ulm

Phone: 0731 22836, Fax: 0731 15979000,

E-Mail: bfu@rehaverein.de, Web: www.bfu-ulm.de

■ Refugio Villingen-Schwenningen – Kontaktstelle für traumatisierte Flüchtlinge
(Contact Centre for traumatized Refugees) e.V.

Schwedendammstraße 6, 78050 Villingen-Schwenningen

Phone: 07721 504155, Fax: 07721 504165,

E-Mail: info@refugio-vs.de, Web: www.refugio-vs.de

“Experts in Their Own Cause”

Do you know the situation that ...

- you are suddenly confronted with the mental illness of a person close to you?
- you are suddenly very challenged by the tasks associated with you as a relative?
- you want more information and advice?

There can be countless challenging situations resulting from a soul-related suffering of a beloved one. It goes without saying that you stand by the partner, the daughter or the son, the parents or other relatives in these crises. Anyone who gives support, is grateful for any escort. In the Federal Association of the Relatives of Mentally Ill People (BApK), the Regional Associations of the Relatives of Mentally Ill People (i.e. on the level of the federal states) and the many self-help groups you meet companions, who facilitate the walk of some hitherto unknown paths. Experts in their own case inform about mental illnesses and the medical supply system. They are guarantors of mutual support.

The BApK and its regional associations are indispensable voices in the psychiatric landscape. They contribute to the specific social, political and professional levels with their own view of specific issues. In this respect, they are co-designers of psychiatric everyday life.

The BApK has a large number of low-threshold offers that can help sufferers and their relatives. Among other things, the BApK offers a counseling helpline “SeeleFon”, which is available from Monday to Wednesday from 10 to 12 a.m. and 2 to 3 p.m. under 0228 71002425.

Further offers include: De-escalation training for family members of mentally ill people, seminar offer “mentally ill on the job”, agreements with psychiatric clinics for the inclusion of family members in the treatment and the self-help network psychiatry. Many other offers can be viewed on the homepage www.bapk.de.

**Bundesverband der Angehörigen
psychisch erkrankter Menschen (BApK) e.V.**

Oppelner Straße 130, 53119 Bonn, Phone 0228 71002400

The Regional Associations of the Relatives of Mentally Ill People

■ Baden-Württemberg

Landesverband Baden-Württemberg der Angehörigen psychisch Kranker e.V.

Geschäftsstelle

Hebelstraße 7

76448 Durmersheim

Phone 0724 59166-15

E-Mail lvbwapk@t-online.de

Fax 0724 59166-47

Web www.lvbwapk.de

■ Bavaria (Freistaat Bayern)

Landesverband Bayern der Angehörigen psychisch Kranker e.V.

Geschäftsstelle

Pappenheimstraße 7

80335 München

Phone 08951 0863-25

E-Mail lvbayern_apk@t-online.de

Fax 08951 0863-28

Web www.lvbayern-apk.de

■ Berlin

Landesverband Berlin der Angehörigen psychisch Kranker e.V.

Geschäftsstelle

Mannheimer Straße 32

10713 Berlin

Phone 030 863957-01

E-Mail info@apk-berlin.de

Fax 030 863957-02

Web www.apk-berlin.de

■ Brandenburg

Landesverband Brandenburg der Angehörigen psychisch Kranker e.V.

c/o SEKIZ e.V.

Hermann-Elflein-Straße 11

14467 Potsdam

Phone 0331 7023163

E-Mail lapk-brandenburg@gmx.de

Fax 0331/6200283

Web www.lapk-brandenburg.de

■ For Bremen: See Lower Saxony**■ Hamburg****Landesverband Hamburg der Angehörigen psychisch Kranker e.V.**

Geschäftsstelle

Wichmannstraße 4 Haus 2

22607 Hamburg

Phone 040 65055493

E-Mail kontakt@lapk-hamburg.de

Fax 040 68878794

Web www.lapk-hamburg.de**■ Hesse (Hessen)****Landesverband Hessen der Angehörigen psychisch Kranker e.V.**

c/o Edith Mayer

Am Grenzgraben 4

63067 Offenbach

Phone 069 883004

E-Mail info@angehoerige-hessen.de

Fax 069 883004

Web www.angehoerige-hessen.de**■ Mecklenburg-Vorpommern****Landesverband Mecklenburg-Vorpommern der Angehörigen und Freunde psychisch Kranker e.V.**

Geschäftsstelle

Henrik-Ibsen-Straße 20

18106 Rostock (Evershagen)

Phone 0381 7220-25

E-Mail vorstand@lapkmv.de

Fax 0381 7220-25

Web www.lapkmv.de**■ Lower Saxony (Niedersachsen) and Bremen****Arbeitsgemeinschaft der Angehörigen psychisch Kranker in Niedersachsen und Bremen e.V. (AANB)**

Geschäftsstelle

Wedekindplatz 3

30161 Hannover

Phone 0511 6226-76

E-Mail aanb@aanb.de

Fax 0511 6226-77

Web www.aanb.de

■ **North Rhine- Westphalia (Nordrhein-Westfalen)**

Landesverband Nordrhein-Westfalen der Angehörigen psychisch Kranker e.V.

Geschäftsstelle

Gesundheitshaus Raum 301

Gasselstiege 13

48159 Münster

Phone 0251 520952-2

E-Mail lv-nrw-apk@t-online.de

Fax 0251 520952-3

Web www.lv-nrw-apk.de

■ **Rhineland-Palatinate (Rheinland-Pfalz)**

Landesverband der Angehörigen psychisch Kranker in Rheinland-Pfalz e.V.

c/o Monika Zindorf

Postfach 3001

55020 Mainz

Phone 06131 53972

E-Mail info@lapk-rlp.de

Fax 06131 557128

Web www.lapk-rlp.de

■ **Saarland**

Landesverband Saarland der Angehörigen psychisch Kranker e.V.

c/o KISS e.V.

Futterstraße 27

66111 Saarbrücken

Phone 0681 831682

E-Mail lvapk_saar@yahoo.de

Fax 0681 831682

Web www.lvapk-saarland.info

■ **Saxony (Freistaat Sachsen)**

Landesverband der Angehörigen psychisch Kranker in Sachsen e.V.

Geschäftsstelle

Lützner Straße 75

04177 Leipzig

Phone 0341 9128317

E-Mail info@lvapk-sachsen.de

Fax 0341 4785898

Web www.lvapk-sachsen.de

■ Saxony-Anhalt (Sachsen-Anhalt)**Landesverband Sachsen-Anhalt der Angehörigen psychisch Kranker e.V.**

Geschäftsstelle

Burgstraße 38

06114 Halle (Saale)

Phone 0345 6867360

E-Mail info@lsa-apk.de

Fax 0345 6867360

Web www.lsa-apk.de**■ Schleswig-Holstein****Landesverband Schleswig-Holstein der Angehörigen und Freunde psychisch Kranker e.V.**

Geschäftsstelle

Pottbergkrug 8

24146 Kiel

Phone 0431 26095690

E-Mail kontakt@lvsh-afpk.de

Fax

Web www.lvsh-afpk.de**■ Thuringia (Freistaat Thüringen)****Landesverband Thüringen der Angehörigen psychisch Kranker e.V.**

Geschäftsstelle

Bahnhofstraße 1a

07641 Stadtroda

Phone 036428 12456

E-Mail geschst@lvthueringen-apk.de

Fax 036428 12456

Web www.lvapk-thueringen.de

