Welcome to Frankfurt

We are happy to welcome you to Frankfurt am Main!
This leaflet provides you with some helpful information about everyday life, healthcare, social services and more.
About This Leaflet

This leaflet was created by a group of students who are studying Social Work with a focus on transnational topics at the Frankfurt University of Applied Sciences. The first draft of the brochure was developed in the first half of 2015.

Since then the number of refugees coming to Europe, to Germany and to Frankfurt has increased dramatically. If you are a refugee now living in a refugee centre you are entitled to receive basic assistance – as goods and services or money. This includes accommodation, food, clothing and emergency medical care. Many volunteers are involved in offering language courses and other forms of support.

This brochure is designed to help people who have already passed through the initial stages of being registered as an asylum seeker and are now trying to get their feet on the ground in Frankfurt. It is also designed to help people who need support for other reasons, such as being homeless. The brochure contains only some of the resources in Frankfurt – there are many more. But it gives persons who need help an idea of where to go and who to contact.

Advice Centers

You will need a lot of advice and assistance to solve problems; there are many counselling centres for refugees and migrants, for homeless and needy persons in Frankfurt/Main. They can give you advice about social services and they can also help you to contact a lawyer if you need one.

Internet resources are being created and updated continually. Here is one that offers advice in different languages:

www.integrationskurse-frankfurt.de

Legal information about the asylum process in Germany can be found here:

www.bamf.de/EN/Migration/AsylFluechtlinge/Asylverfahren/asylverfahren-node

Frankfurt am Main

Frankfurt is the fifth-largest city in Germany. It has about 700 thousand residents. It belongs to the federal state of Hessen which is located in the south west of Germany.

All throughout history Frankfurt was an important city: German democracy was born in the Paulskirche; the city was also the home of Johann Wolfgang von Goethe, the world famous poet. It always has been an important commercial town on the shores of the river Main.

Today it is one of the most important financial centres of Europe and the whole world. Each year the world’s biggest book fair takes place in Frankfurt. The Frankfurt-skyline is the biggest in Europe.

It is really nice to take walks through the city centre. You can walk from the main shopping street “Zeil” to the historic centre, the “Römer”, to the shores of the river “Main”.

Frankfurt is also known for its airport which is the second-largest in Europe. People from all over the world live in Frankfurt. That makes life in Frankfurt unique, diverse and interesting.

Public Transportation

It is easy to get around by walking in the city centre. You can also use public transportation, especially if you live out of town.

There are suburban trains 🚉, underground lines 🚴, trams 🚊 and buses 🚌 which go to all areas of the city.

If you want to use them, you have to buy a ticket at a ticket machine. You can find ticket machines at every train station. If you own a Frankfurtpass you can get a discount on long-term tickets. There are maps of the different transportation lines at each station.

The main traffic junctions in the city centre are Konstablerwache and Hauptwache. Almost all urban trains and metros are connected by this stations. At Frankfurt main station (Hauptbahnhof) you can take long distance trains that connect different cities.
**Social Benefits**

(1) **Frankfurt Pass Discount Card**

The Frankfurt Pass offers you discounts on public transportation and educational programs. You can also get discounts to a lot of public places, like the zoo, swimming pools, museums and cinemas.

You can apply for it at the social office Besonderer Dienst für gefährdete Personen und Auswärtige. You will need to bring your ID Card and a passport photo.

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(2) **Health Department**

The consultations at the Internationale Humanitäre Sprechstunde are for persons who do not have access to the normal German health care system such as homeless persons or undocumented residents in Frankfurt, not for refugees who have other options for medical care.

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(3) **Malteser Migrants Medical Care**

It offers free consultation hours and medical care especially for persons who do not have a residence permit or health insurance. You can find them at the medical centre (Ärztehaus) in the hospital „Markuskrankenhaus“.
**Food & Groceries**

In Germany there are different supermarkets where you can buy fresh food, food in cans or cosmetics. You can find these markets in every neighbourhood. In the area of the main train station (Hauptbahnhof) there are food stores from all over the world. So if you are looking for specific food from your home country you might find it there.

(4) **Tafel Frankfurt**  
**Food & Groceries**  
At the Tafel Frankfurt e.V. you can get three bags of groceries for only 1 €. You can go to the Tafel every third week. The first time you go there, you have to register with your Frankfurt Pass and your ID Card. After your registration you get a number which tells you when it is your turn to collect your groceries. For the collection you need to bring 1 € and three bags. You should go to the distribution point in the neighborhood of Frankfurt you are living in.

- **Multiple Distribution Points**  
  Find the closest one at: www.frankfurter-tafel.de (check Lebensmittelausgabe)
  +49 (0)69 / 69 80 82 5

- **Registration**  
  Monday to Friday 10:00 - 11:00

- **Food Distribution**  
  Monday to Friday 12:00 - 13:00 sometimes 12:00 - 14:00

- **Telephone Call**  
  Monday to Friday 9:00 - 16:00

(5) **Avetorstubb**  
**Breakfast & Lunch**  
In the Avetorstubb in Sachsenhausen you can get breakfast for 1 € and lunch for 1,50 €. It is a service offered by Caritas Frankfurt for homeless and needy persons.

- **60594 Frankfurt am Main**  
  Affentorplatz 2
  Bus 30 & 36 to Station Affentorplatz
  +49 (0)69 / 62 63 80
  Opening Hours  
  Monday to Friday 8:00 - 14:00  
  Every Second Sunday 8:30 - 12:00

(6) **Caritas**  
**Counselling For Migrants & Refugees**  
If you have problems and questions concerning legal topics, language courses, social support systems or even your private life, you can consult Caritas Frankfurt e.V. They offer counselling specialised on these topics.

- **60325 Frankfurt am Main**  
  Rüsterstraße 5
  S1, S2, S3, S4, S5, S6, S8, S9 to Station Taunusanlage
  +49 (0)69 / 17 00 24 0
  Open Consultation Hours (No appointment needed)  
  Monday 9:00 - 12:00  
  Thursday 14:00 - 17:00
  Consultation Hours (Call to make an appointment)  
  Monday to Friday 9:00 - 12:30 and 13:30 - 16:00
(7) **Maisha Counselling & Medical Clearing**

Maisha e.V. is an organization which assists migrants from Africa. They offer counselling, referrals to medical care and self-help groups.

60314 Frankfurt am Main Pfingstweidstraße 7
U6, U7 or Tram 14 to Station Zoo
+49 (0)69 / 90 43 49 05
Office Hours
Monday 13:00 - 16:00
Tuesday, Wednesday & Friday 11:00 - 16:00

(8) **FIM Counselling For Women**

FIM - Frauenrecht ist Menschenrecht (Women’s Rights are Human Rights e.V.) offers free consultation for female migrants and their families from Africa, Asia, Latin America and Central and Eastern Europe. The counselling is available in various languages. In case they don’t speak your native language there is the opportunity to consult with a female interpreter. They also organize German language classes for women and integration courses.

60311 Frankfurt Am Allerheiligentor 2-4
Tram 11, Tram 14 to Station Allerheiligentor
+49 (0)69 / 20 97 39 16

(9) **Otto-Beneke-Stiftung Educational Counselling**

They support you in educational or job-related issues and they help you to get your degrees approved.

If you want to do academic studies they also offer sponsorships.

60486 Frankfurt / Bockenheim Varrentrappstraße 55
Tram 16, Tram 17 to Station Varrentrappstraße
+49 (0)69 / 97 09 79 70
Office Hours
Monday to Thursday 9:00 - 16:00
Friday 9:00 - 14:00
You can also call them to make an appointment.

Contact person Dr. Heinz Müglich
E-MAIL h-mueglich@awo-hessensued.de

60314 Frankfurt am Main Pfingstweidstraße 7
U6, U7 or Tram 14 to Station Zoo
+49 (0)69 / 90 43 49 05
Office Hours
Monday 13:00 - 16:00
Tuesday, Wednesday & Friday 11:00 - 16:00

60311 Frankfurt Am Allerheiligentor 2-4
Tram 11, Tram 14 to Station Allerheiligentor
+49 (0)69 / 20 97 39 16
In Frankfurt there are *Kleiderkammern* where you can buy second-hand clothes for a fair price.

One is the *Ökumenischer Familienmarkt* and is operated by *Caritasverband* and *Diakonisches Werk Frankfurt*.

Another one is located at the *Avetorstubb* where *Caritas e.V.* helps homeless and needy persons.

**Clothes**

*Ökumenischer Familienmarkt* Clothing Store

If you want to go here you need a *Frankfurt Pass* or a voucher.

You can get such a voucher at a social counselling centre.

**Berami Job-Related Integration & Support**

At *Berami e.V.* you can get support and counselling for job-related questions. They can help you to improve your language skills, find a job, get a recognition of your training qualifications and more.

You can call them to arrange an appointment.

**Academic Experiences Worldwide Counselling**

*AE-Worldwide* offers a tandem program for refugees with an university degree and for students from Frankfurt. It is about supporting each other equally.

You can profit from the cultural and linguistic knowledge of the students, while they can be supported by you in their studies.

*AE-Worldwide* helps refugees to represent their interests. Therefore they offer open consultation hours trying to help with words and deeds.

**CONTACT PERSONS**  
Melusine Reimers & Merle Becker  
**Mail**  
info@aeworldwide.de  
**Web**  
www.aeworldwide.de
**Language Courses**

**Avetorstubb Clothing Store**

60594 Frankfurt am Main Affentorplatz 2

Bus 30 & 36 to Station Affentorplatz

+49 (0)69 / 62 63 80

**Opening Hours**

Monday to Friday 8:00 - 14:00

Tuesday and Thursday also 14:00 - 16:00

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**Volkshochschule Educational Centre**

If you want to learn German, you can take German classes at the Volkshochschule (Adult Education Centre). If you sign up, you receive two German courses for free, sponsored by the BAMF.

60314 Frankfurt am Main Sonnemannstraße 13

Tram 11 to Station Ostbahnhof / Sonnemannstraße

+49 (0)69 / 21 27 15 01

**Teachers on the Road Language Courses**

Free German classes offered by voluntary teachers for refugees with no access to a language course. If you are interested, please contact them via email according to the district you are living in or which is close to you.

As soon as possible the teachers will tell you what time and where you can join the German classes. Beside German classes Teachers on the Road can help you to get into the network of other supportive institutions and get into contact with people who are in the same situation as you.

Courses are offered in many parts of Frankfurt.

**Phone**

+49(o)69 / 30 08 87 57

**Web**

nksnet.wordpress.com/mitmachen

**Lehrerköoperative Education and Communication**

This teacher’s cooperative offers a wide range of language courses for migrants who are registered in Frankfurt. Courses are offered for person who want to learn to read and write; special courses are offered for mothers while their children are in school (Mommy learns German).

lehrerköoperative.de/sprachkurse-und-integrationsangebote/deutsch-lernen.html

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**More Information**

**Refugee Guide to Germany**

Is an online resource with orientation help for people who are new to Germany. You can read it online or print it out. The guide is available in 11 different languages.

[www.refugeeguide.de](http://www.refugeeguide.de)

**Vielfalt bewegt Frankfurt Integration and Diversity Portal**

This internet portal offers a wide range of information about events and opportunities for Frankfurt citizens and migrants to Frankfurt. Information is available in German and English.


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**E-Mail**

vhs@frankfurt.de
For the Children  School & Kindergarten

In Germany children from 3 to 6 years old go to kindergarten. From 6 to 10 years, they attend elementary schools. After that they attend a secondary school. The youth office (Jugendamt) will place your children in a kindergarten or in a school which is close to your home.

In Frankfurt there are many public and private places where families gather, including playgrounds, playgroups and social centres. More information can be found on the website of the Kinderbüro in Frankfurt.

Web:  www.frankfurter-kinderbuero.de

Meetingpoint For Parents

The institution FGZ - Familiengesundheitszentrum (family health centre) likes to welcome every parent with their child.

If you have a child between the age of 0 to 3 you can join a group of other parents with small children. This offer is for free.

Religion & Spirituality

In Frankfurt there are many different cultural and religious communities. To find your desired service please check: Frankfurt.de » Living in Frankfurt » Churches and Religions » Extended search

Sports

In Frankfurt each district has a sports club (Sportverein). The sports clubs offer a lot of different kind of sports for little money. There you can find, for example, sports groups like: dancing, judo, children and youth sports, aerobics, football, volleyball and dancing evenings. The offerings vary from district to district. You can just go there and see what group you would like to join.

Flea Markets

Every Saturday there is a big flea market in Frankfurt. It changes location every second weekend. It is either in Sachsenhausen (at the southern riverside of the Main) or on the east side of Frankfurt in Lindleystraße 14.

There you can buy things second-hand like clothes, bikes, housewares, books, DVDs and much more.
### Mobile Phone

There are many places in Frankfurt to buy mobile phones and pre-paid cards. It’s best to compare prices.

You can find many providers near the main train station.

### Internet Access

If you want to connect to the internet you can do that in an Internet Café. There are many different Internet Cafés in Frankfurt. Some of them are located at the Zeil - the main shopping street in Frankfurt.

You also get access to internet in the public libraries.

The Local Service Provider Unitymedia offers numerous free WiFi Hotspots:

**Web**  [services.unitymedia.de/wifi](http://services.unitymedia.de/wifi)

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**This leaflet is a project of a student group of Frankfurt University of Applied Sciences.**

The implementation was supervised by Ms. Yvonne Ford (lecturer of Modul 16 in Bachelor Soziale Arbeit: transnational).

For further questions and information you can contact Greta Bauer (gretakaba@googlemail.com) or Yvonne Ford (yvford@fb4.fra-uas.de).

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**Contents**

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Maps

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Vocabulary

hello » Hallo
goodbye » Auf Wiedersehen
where is..? » Wo ist..?
What time is it? » Wie viel Uhr ist es?
I‘m looking for... » Ich suche...
My name is... » Mein Name ist...
please / you are welcome » Bitte
Thank you » Danke
Sorry/ Excuse me » Entschuldigung
help » Hilfe
left » links
right » rechts
straight ahead » gerade aus
supermarket » Supermarkt
drugstore » Drogerie
pharmacy » Apotheke
pain » Schmerzen
opening hours » Öffnungszeiten
groceries » Lebensmittel
rice » Reis
chicken » Hähnchen
shampoo » Shampoo
toothbrush » Zahnbürste