



# ORIENTATION AND SUPPORT FOR NEW ARRIVALS

An offer for people with refugee experience and their caretakers

Our project are welcoming people with refugee experiences in our Contact and Counselling Center!

In the Contact and Counselling Center you can meet people from different cultures dealing with different types of problematic situations as well as emotional and mental distresses. Free time can be spent together engaging in various group activities (e.g. painting and drawing, singing, sports). In addition, snacks and a daily meal are offered.

**In the Contact and Counselling Center and during our visits at local refugee accommodation we offer counselling for the following topics:**

- about orientation in the new environment and culture
- about daily life and work life
- about the German healthcare system
- about authorities, application forms and reassignment to other Counselling Centers
- in difficult life situations, crisis and conflicts

We are able to reassign you to other support systems and we also offer counselling and information concerning social and health topics to volunteering and professional caretakers.

## **DO YOU HAVE ANY QUESTIONS? CONTACT US VIA PHONE OR E-MAIL**

We speak German and English. After prior agreement, we are able to provide translators for other languages.

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