


Medical and psychological support services for refugees

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To understand the German health system, you can read about who is responsible for what on the following website:

<https://www.germany4ukraine.de/hilfeportal-de/medizinische-versorgung>

COVID-19 🧑‍⚕️

During your stay in Germany, you will certainly encounter various Covid-19 measures. These differ depending on the federal state. It is therefore important to find out which rules apply before traveling to another federal state. Masks are also compulsory in most places.

Further information on the subject of Covid-19 in Ukrainian and German can be found here: <https://www.infektionsschutz.de/mediathek/materialien-auf-ukrainisch/>

What do 3G, 3G-Plus, 2G and 2G-Plus mean?

- **3G**: fully vaccinated **or** recovered **or** tested negative (with rapid antigen test (max. 24 hrs old) **or** PCR test (max. 48 hrs old)).
- **3G plus**: fully vaccinated **or** recovered **or** tested negative (with PCR test (max. 48 hrs. old))
- **2G**: fully vaccinated **or** recovered
- **2G plus**: fully vaccinated **or** recovered **AND** tested negative (with rapid antigen test (max. 24 hrs. old) **or** PCR test (max. 48 hrs. old)) **or** with booster vaccine

EMERGENCIES 🚨

- Emergency numbers for nights, holidays and weekends:
 - fire brigade & ambulance: 112
 - Police: 110
 - Medical on-call service: 116 117
- Emergencies also include acute mental disorders & acute risk of suicide.
- It is not mandatory to have insurance. Even if you do not have health insurance and do not wish to apply for asylum, you are entitled to medical assistance in an emergency.
- You can also receive emergency medical treatment in Germany anonymously and without papers. The treatment is free of charge. Organizations in your area can be found here:
<http://www.gesundheit-ein-menschenrecht.de/kontaktstellen/nordrhein-westfalen>
- More information on medical care in Germany:
<https://www.germany4ukraine.de/hilfeportal-de/medizinische-versorgung> (website available in Ukrainian, Russian and English)
- Emergency vocabulary Russian -> German:
<https://www.notfall-wortschatz.de/cdn/doc/notfall-wortschatz-russisch.pdf>

PSYCHOLOGICAL SUPPORT



Urgent cases

- Direct referral to doctors and psychotherapists (counseling): <https://www.medflex.de/help-ukraine> video & chat; also in Ukrainian and Russian.
- For children and young people under 25: <https://krisenchat.de/ukraine> WhatsApp, Telegram & SMS in Ukrainian and Russian.
- Telephone counseling “Doweria”: available 24/7 +49 30 440 308 454 (Russian)
- Blue-Yellow Cross hotline: available 9-11am and 4-6pm.
 - German: 080028300410
 - Ukrainian: 080028300411
 - Russian: 080028300412
- Ingolstadt Hospital hotline (Russian + German): +49 841 880 2206, available Monday to Friday from 8 am to 3 pm.

Initial Psychological Consultation Options

Online (Nationwide)

- Psychosocial online counseling offered by a humanitarian organization: <https://ipso-care.com/home-177.html>
- German Psychotherapists Network: +49 228 30434525, Tuesdays and Thursdays between 12am and 2pm. Email: post@dpnw.info
- Psychological counseling for LGBTI* refugees
 - Gay Counseling Berlin: refugees@sbberlin.info, make an appointment by email with indication of the preferred language.
 - LSVD offers free & anonymous psychosocial counseling: miles@blsb.de, phone: +49 30 22 50 22 15

Local (Cologne and surroundings)

- Psychosocial centers offer psychotherapy, counseling and social work for refugees who have been traumatised by persecution, torture, imprisonment, war and flight or who are mentally ill. There are several centers in the region of North Rhine-Westphalia: <http://www.psz-nrw.de/>. In Cologne, the therapy center can be reached as follows:

Spiesergasse 12, 50670 Cologne

Phone: +49 221 /16074-0, e-mail: therapiefolteropfer@caritas-koeln.de

<http://www.psz-nrw.de/psz-netzwerk/tzfo-koeln/> (website in German only)

The consultation for children, adolescents and families takes place on Tuesdays 9-10 am. For adults it takes place every 1st Thursday of the month from 10-11 am.

- A list of intercultural centers that provide advice on various matters (migration, psychological and social counseling, German courses, people with disabilities, senior citizens,...) can be found here:

<https://www.stadt-koeln.de/leben-in-koeln/soziales/flucht-einwanderung/beratungsangebote-fuer-gefluechtete-aus-der-ukraine>



- The Immigration Office Cologne helps with questions about the residence status of refugees. It can be reached at Dillenburger Straße 56-66, 50475 Cologne, phone: +49 221 22 12 56 01

Long term psychological support

If refugees can identify themselves, financial assistance and health insurance can be applied for immediately at the Social Welfare Office with an appointment (in Cologne: Neusser Straße 155, 50733 Cologne, email: sozialamt.asylangelegenheiten@stadt-koeln.de, phone: +49 (0) 221/221-35049).

Ukrainian refugees are entitled to benefits under the Asylum Seekers' Benefits Act (AsylbLG). This also includes medical benefits (according to § 4 AsylbLG), for example in case of illness, pregnancy and childbirth.

If people receive benefits from the Social Welfare Office, they receive an electronic health card from their cooperation partner DAK, a health insurance company. This card has a maximum validity period of 18 months.

If refugees from Ukraine need urgent medical care before a scheduled appointment, they can obtain a treatment voucher from the Social Welfare Office.

Information on applying for health insurance with the City of Cologne can be found here: <https://www.stadt-koeln.de/politik-und-verwaltung/presse/mitteilungen/24403/index.html>