



Guide to ■ The Psychiatric Health Care System in Germany

Utilization of medical care:
understanding, evaluating and deciding

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 ■ The Psychiatric Health Care System in Germany

Utilization of medical care:
understanding, evaluating and deciding

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 dimitrisvetsikas1969 / 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 | |



(Company Health
Insurance Fund –
Umbrella Association)



(Company Health
Insurance Fund –
State Association
North-West)

■ Contents

| | |
|--|----|
| Greetings | 6 |
| General information on the health care system | 7 |
| When the soul loses its balance | 8 |
| What is a medical treatment certificate and an electronic health insurance chip card? | 9 |
| Language barriers in psychiatric and psychotherapeutic care | 10 |
| What does psychiatric anamnesis / psychiatric diagnostics mean? | 11 |
| Consultation hours at reception centers | 13 |
| Consultation hours at outpatient institutes | 13 |
| Established psychiatrists | 14 |
| Established psychological psychotherapists | 14 |
| Acute psychiatric care in clinics | 15 |
| What is a psychosocial counselling center and where can I find one? | 16 |
| Pharmacy | 16 |
| Oral medication and depot medication | 17 |
| Advice for relatives on dealing with persons after traumatic experiences | 18 |
| Appendix – Psychosocial Centers in Germany | 19 |
| “Experts in Their Own Cause” | 25 |
| The Regional Associations of the Relatives of Mentally Ill People | 26 |



Greetings

Dear fellow citizens!

Ever since you came to Germany from your home country, you surely often experience everyday life as strange and odd. Here, the daily interaction is organized very differently from how you know it. Sometimes, this is difficult to understand as we hear over and over again when speaking with affected people.

Caring of people who are mentally ill happens differently here than in your home country. That this is confusing you is understandable for us. That is why we very much care about to give you some orientation with this guide. Use this guide as a hint to possibly find the appropriate support for the situation you or your relatives are in.

Especially for people who are confronted with the psychiatric care in Germany for the first time, the system appears to be incomprehensible and unclear. Assistance is necessary, so that you can find your way around the system. Companions are needed, who stand by and take care that all the right answers are given in situations of distress. Please regard us, the Federal association for relatives of mentally ill persons (BApK e.V.), as the ones who look after you so that you can stay on the right track – as an affected person or as a relative.

With this in mind, we wish you and your relatives all the best on your way to recovery.

Gudrun Schliebener

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

Autumn 2017

■ General information on the health care system

One thing is clear: someone who falls physically or mentally ill in Germany, definitely receives medical help. Basically, the health care system in Germany stands on the foundation of the insurance companies. However, as a refugee, you are not necessarily insured. Your health care is ensured by the social welfare offices or the health department of the city or the district you live in.

Locally, it is regulated differently, how medical care for refugees is organized. In some cities or districts, a health care insurance chip card of the insurance company is provided for you. In other regions, you will have to collect a medical treatment certificate at the responsible offices with which you can visit a family doctor or a specialist. Sometimes, medical and nursing professionals come into the facilities of refugee aid and render every assistance on site, unbureaucratically and uncomplicated. Nobody who suffers physically or mentally will be excluded from being offered help.

Important

Please, always keep all health records. If you have brought documents from home, please keep them. Stay thorough with all medical papers you receive in Germany. For the physicians, the information contained is important information for the continuation of your treatment.

■ When the soul loses its balance

When you have the feeling that your soul is losing balance, do not hesitate accept support. In countries and cultures where you come from, dealing with mentally ill persons is even more shame tainted than in Germany. For the social community, the misbalanced soul is a taboo.

In Germany, there is a diverse and extensive psychiatric care system which can offer you support. For emergencies, there are psychiatric clinics and outpatient departments nationwide that can help you. There is standard care in psychiatric specialist practices and psychotherapeutic practices. This system is supplemented with a so called complementary care system which offers diverse opportunities of access. In this context, you will be confronted with terms like day care clinic, day care center or outpatient departments.

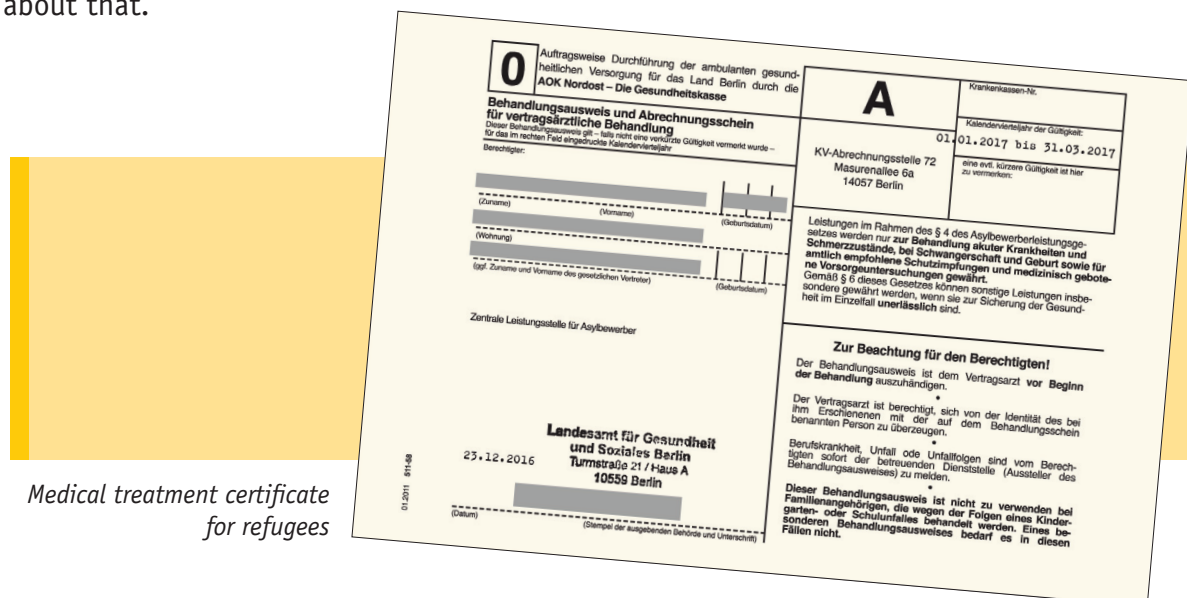
Important

Find the courage to speak to the social or voluntary refugee aid worker in the facilities or the neighborhood. Certainly, the necessary help will be found for you.

What is a medical treatment certificate and an electronic health insurance chip card?

Depending on the federal state, the district or the municipality, you get an electronic health insurance chip card or a medical treatment certificate before being allowed to receive health care services.

The **medical treatment certificate** can be collected at local public authorities and is valid for three months. This certificate legitimizes the doctor's visit. When the doctor refers you to a hospital or prescribes medication, the local authority must be immediately informed about that.



Medical treatment certificate for refugees

The **electronic health care insurance chip card** (Fig. 2) substitutes the medical treatment certificate. You must keep it safe like a bank card. It makes the access to the health care system easier because you do not need go to the local authority office for every necessary treatment beforehand.



Electronic health insurance chip card

■ **Language barriers in psychiatric and psychotherapeutic care**

Due to the influx of refugees and many other migration movements, there are often language barriers in the psychiatric and psychotherapeutic care. These barriers will make it more difficult for you to get to a feeling of togetherness with the treating doctors and psychologists. In this tense situation you find yourself, it will be difficult to build a relationship of trust towards people.

The fact that you are meeting a person that knows neither your language nor the cultural characteristics of your home country, makes guidance difficult, of course. In psychiatric clinics, there is often linguistic support by the staff, sometimes also by a translator or translation services via modern media. We would like to present to you some translation programs for your smartphone or other devices:

For Apple iPhones

<http://www.itranslate.com>

<http://www.sayhitranslate.com>

For Android devices

<http://www.nyxcore.com>

For all other devices

<http://www.speak-and-translate.com>

When you have a trusted person, who can accompany you to a psychiatrist and speaks German, a least a little, then bring them along.

Every now and then, there is the challenge that relatives or other people around you are causing the illness or part of the disease incident. If this is the case, being accompanied by them does not make sense. You must be sure that the person accompanying you translates the truth.

Only to limited extent, you will meet people in psychiatric clinics or specialist practices who will have the same language skills or cultural socialization as you do. Capacities for a treatment in your mother language are limited.

■ What does psychiatric anamnesis/psychiatric diagnostics mean?

Doctors have the responsibility for diagnoses and the resulting treatment. They give prescriptions, refer persons to clinics and decide the possibilities after a diagnosis. At this point, you will be physically examined.



*Physical examination
of a patient:
auscultation (left) and
blood pressure
measurement (right)*

In the psychiatric context, the doctors will work with **psychopathologic findings** which inform about your symptoms. A psychopathological finding is a result based on conversations with you and your relatives (personal and external anamnesis). The person's motivation and mood, orientation and the experienced world are being examined carefully and in detail. Psychiatrists take blood and cerebrospinal fluid samples from your nerve tracts and induce **laboratory tests**. It is a routine examination during which certain parameters are being tested and which will give information about psychiatric diseases.

In the course of **instrumental diagnostics**, psychiatrists conduct electro-encephalograms (EEG) or imaging techniques (computer tomography CT, magnet resonance imaging MRI).

The EEG measures your brain activity by fixing electrodes to the head for a short time. The CT or MRI is comparable to an X-ray examination in which changes in brain anatomy or brain activity are visualized. A **physical examination** completes the procedure.



Electro-encephalogram (EEG)



Computer tomography (CT)

(Magnet resonance imaging only differs in technology not in the appearance of the device)

■ Consultation hours at reception centers

Rather unbureaucratic are medical consultation hours in reception centers. Physicians from direct vicinities organize consultation hours on site. German authorities have the responsibility to cover the costs. That is how a psychiatric specialist will visit you at home.

■ Consultation hours at outpatient institutes

Psychiatric outpatient institutes are part of hospital care. You have to make an appointment to talk about your hardships and suffering. Visiting an outpatient institute is comparable to a consultation at a doctor's office. In many regions, the psychiatric outpatient institutes take over the function of specialist practices because the supply by medical specialists differs from region to region.

Important

Normally, it is necessary to make an appointment in a psychiatric outpatient institute. In cases of emergency, it can be waived.

■ **Established psychiatrists**

Established psychiatrist usually treat you outside of a crisis. You can get an appointment there. The treating psychiatrist has the possibility to get an impression of treatment procedures. When necessary, he or she will adjust the dose of prescribed medication or make other suggestions which will lead to a reduction or recovery of your mental illness. The main focus of this medical action is pharmacotherapy, the treatment with medication.

Psychiatrists are strictly bound by medical confidentiality. For you as an affected person, this means a high level of trust and confidentiality. What happens between you and the practitioner stays between the two of you.

Important

Please regard yourself as an active part of the treatment. The more reflective and motivated the psychiatrist perceives you, the more expedient guidance can be structured. The affected person's as well as their relative's participation increases the accuracy and success of the intervention.

■ **Established psychological psychotherapists**

Established psychotherapists work independently in their own offices. They focus on conversation therapy. According to their subject area, they make suggestions concerning various intervention possibilities. They are also bound by medical confidentiality. In contrast to the selective visits at specialists' offices, a psychotherapy requires continuity. This means an enormous willingness on your part, e.g. to visit the psychotherapist on a weekly basis.

Psychotherapies last for many months up to years. As a refugee, it is more difficult but not impossible to get a psychotherapy approved. It is often a very exhausting under-

taking when you are working on biographical experiences and conditionings during a psychotherapy. But experiences show that it is worth the effort. During conversation therapies, you can talk about topics you have often been silent about in your life.

■ **Acute psychiatric care in clinics**

Psychiatric hospitals have a clear organizational structure. This structure looks like the following:

Full inpatient care

A mentally ill person's full inpatient care happens in a clinic. This means that you are in the clinic 24 hours a day. There, you spend the day at the ward with one to two dozen other people. You eat at the ward. You sleep at the ward. During the day, several therapy possibilities will be offered to you. It makes sense to do a full inpatient care not only during a crisis but also after a crisis. Inside the psychiatric clinics, there is usually a separation between open and closed wards. In which one you will be treated depends on your condition.

Semi inpatient care

The day care clinic belongs to the semi inpatient offers of a psychiatric clinic. You spend the days there with other people, comparable to a workplace. In the evenings, you are with your family again respectively in your accommodation. This has the advantage that the mentally ill person's recovery can happen under authentic and everyday life conditions. You are also in your familiar environment at weekends. The purpose of semi inpatient care is primarily to structure the day and to follow the affected person's daily routine as much as possible..

Outpatient care

Outpatient care of a psychiatric clinic includes the outpatient department and the outpatient psychiatric care. The outpatient department rather has a "you-come-to-us"-policy which puts your autonomy in focus. You will be given great trust.

The outpatient psychiatric care follows the please-go-there-principle which goes by the affected person's condition. What kind of outpatient offers are available in your region, the clinic can surely tell you.

■ **What is a psychosocial counselling center and where can I find one?**

Some carriers of welfare or charities offer support at psychosocial counselling centers. These offers cannot be found nationwide. They are not the appropriate contact point in times of a mental crisis. The fact that these psychosocial counselling centers work culturally sensitively and also provide a wide range of language skilled personnel, make their therapeutic value and work useful.

The psychosocial counselling centers have opportunities in the area of psychotherapy and consultation as well as social work for refugees who are traumatized by persecution, torture, imprisonment, war, but also who suffer because of the escape or are mentally ill.

■ **Pharmacy**

When the psychiatrist prescribes you medication, he or she will give you a prescription. With this prescription, you can go to the pharmacy and you will get medication. As long as you have the status of a refugee, you do not have to pay any extra costs. However, with an orderly employment it must be checked to what extent you have to pay fees.

If you should need a pharmacy at weekend, you don't have to worry about being without help. There is an emergency system of pharmacies. There are individual pharmacies in city district or regions which are open around the clock. The pharmacy closest to you usually informs via a generally accessible notice where the next emergency pharmacy is located.

■ Oral medication and depot medication

There is medication which you have to take in as pills or drops, once up to several times a day. It is very important that you take it regularly. The doctor assumes regular intakes. When doctors see you at visits at the outpatient department or practices, they will form an opinion about your condition. They will determine the dose of the medication by their personal impression, mutual conversations and the collected laboratory results. It is crucial that you inform the specialist how you are coping with the medication.

Depot medication will be given via an intramuscular injection. This has the advantage that you do not have to pay attention to the daily intake of medication. If you receive a neuroleptic treatment due to a psychosis, the depot injection is the method of choice. Another advantage is that you have to visit the doctor's office or the outpatient department in regular intervals (every one to four weeks.)

Important

Please make a decision that makes you feel comfortable. Take care of you. Your body and soul sends you signals what does you well. There is no right or wrong.

■ Advice for relatives on dealing with persons after traumatic experiences

As a relative, you can – above all – support the affected persons by being a companion along the path and offering necessary help. It makes sense to function as a conversation partner and go through all distress with the person concerned. But you have to be aware of your own limits. Do not go beyond your own possibilities. Because you are part of the mentally ill person's system, you are emotionally involved in any case. This restricts you and your opportunities.

Information about the illness are the first step to evaluating the mentally ill person's peculiarities and therefore to start dealing with them. Is the traumatized person getting the imagination of having to relive the horrible experience again, it becomes your task to go through this bad experience with them.

Surely, you can always offer help. But do not forget to sustain the ill relative's autonomy and independency. Do not hesitate to draw the line when you do not feel comfortable with the situation. Talk about the perceived helplessness and the lack of understanding for the mentally suffering person. There is no reason to be ashamed about the own or a relative's mental illness. It does not help anyone if you lose the ground underneath your feet because of overload.

The local health care system offers support for the relatives of mentally ill people. On the one side, relatives can call attention that they need some relief. Use the opportunity of a treatment/cure, so an ill relative can be treated in short-term care. Upon consultation, mostly the costs are covered by the insurance company. Because of the self-help movement, many possibilities of relief can be financed simultaneously. Try getting into contact with the local relative association or organization.

As a self-help association, we offer support for relatives and affected persons via the "SoulFone". We can even offer help in the Arabic language. Further information on www.bapk.de



■ ■ Appendix

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%99Ekooperation-f%C3%BCr-fl%C3%BCchtlinge-in-brandenburg%E2%80%99C-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 Caritasverbandes 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-Liebnecht-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

