

**WELCOME TO THE TOWN OF  
ALTENBEKEN**

Guide for refugees and asylum seekers



Edited by

The support circle for refugees in collaboration with the local government of Altenbeken

Bahnhofstraße 5a, 33184 Altenbeken

[www.asyl-altenbeken.de](http://www.asyl-altenbeken.de)

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

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# Foreword

A warm welcome to Altenbeken!

With this guide we would like to facilitate your arrival in Altenbeken. This document provides you with essential information to help you with a seamless integration and to support your orientation within our community. Our team will personally assist you by offering language courses, explain our leisure time facilities, and by providing additional consulting services benefiting your integration into our community.

We are volunteers who came together to support you with all your questions and concerns you may encounter in your daily life.

But more to that later!

This guide gives you a first overview of the place you arrived at.

It contains details about important contact persons and addresses of public authorities that you need to visit for your application for asylum.

You will find information about language courses offered by our volunteers. We will inform you about open consultation hours to address questions about doctors, public authorities, shopping facilities, clothing donations, and much more. This document also explains how you can reach out to us and other asylum seekers via cell phone, Facebook, and WhatsApp.

We are looking forward to get to know you personally and like to contact you, if you want that. Just write an e-mail to [info@asyl-altenbeken.de](mailto:info@asyl-altenbeken.de). You can also send a text message or WhatsApp message to 0049 151-5255 7918.

We hope that you will settle in well in Altenbeken and that you get to know the advantages of our community quickly, and most of all: that you establish roots, find new friends, and that you look forward to participate in the social life of our community.

Kind regards,

The volunteers of the support circle for refugees  
and its contributors of Altenbeken



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# 1 The support circle for refugees

The support circle for refugees consists of residents of Altenbeken, who are devoting time and energy to an efficient integration of refugees into our community.

We are a team of around 40 people that coordinates donations, offers language courses, arranges accommodations, or just likes to meet and talk to you.



Welcome!

This website gives information about the situation of refugees in the community of Altenbeken and shall promote contacts between locals and refugees.

Our team is divided in different workgroups that have one speaker. More information about these groups and their actions you can find on the following pages and according to the website [www.asyl-altenbeken.de](http://www.asyl-altenbeken.de).

The support circle established a WhatsApp group with around 20 residents and 30 guests from all over the world. The group is multi-lingual; members may communicate in German, English or French about current activities and events, German lessons, game evenings and other topics such as offering rides to Paderborn.

If you like to join this group, just send a WhatsApp message with your name to 0049 151-5255 7918. You can leave anytime.



WhatsApp

Furthermore, a Facebook group called Meeting Point Altenbeken - Buke - Schwaney“ was started. Here we also inform members about current activities and events. We look forward to accepting your request to join our group soon.



# 2 First orientation in the town of Altenbeken

With 9300 citizens, Altenbeken is the smallest of ten municipalities in the district of Paderborn. The community consists of the three villages: Altenbeken, Buke, Schwaney. Altenbeken is located in North Rhine-Westphalia (NRW), the federal state with the highest population in Germany. The municipality is governed by a mayor and a local council. Altenbeken has its own municipal administration.

Altenbeken, Buke, and Schwaney are well connected to neighboring cities by an excellent road network and public transportation systems. The villages also offer bike paths and an extensive network of hiking trails. The district town Paderborn is 15 km away. Paderborn is a university city. The immigration office is located in Paderborn as well. It can easily be reached using public transportation services. Each village of Altenbeken has at least one kindergarten and a primary school (1.-4. school year). A comprehensive school (5.-10. school year) is located in the village of Altenbeken. If you have children, you can seek advice in the main office located on the second floor of the city hall in Altenbeken.

### **Altenbeken**

Most residents live in Altenbeken. Altenbeken has a variety of physicians and dentists, pharmacies, and businesses that offer everyday commodities, goods, and services. ALDI, one of the most affordable German discount supermarket chains, operates a store in Altenbeken. Besides several restaurants in Altenbeken is an Italian ice cream parlour to satisfy the sweet tooth. For recreational activities Altenbeken offers an indoor swimming pool and other indoor and outdoor sports facilities (soccer, tennis, handball). One of the main tourist attractions is the Viaduct, an almost 500 m long and up to 35 m high railway bridge. In general, Altenbeken has a vivid club scene where people meet to exercise, play music, or sing and dance, or follow other recreational activities.



### **Buke**



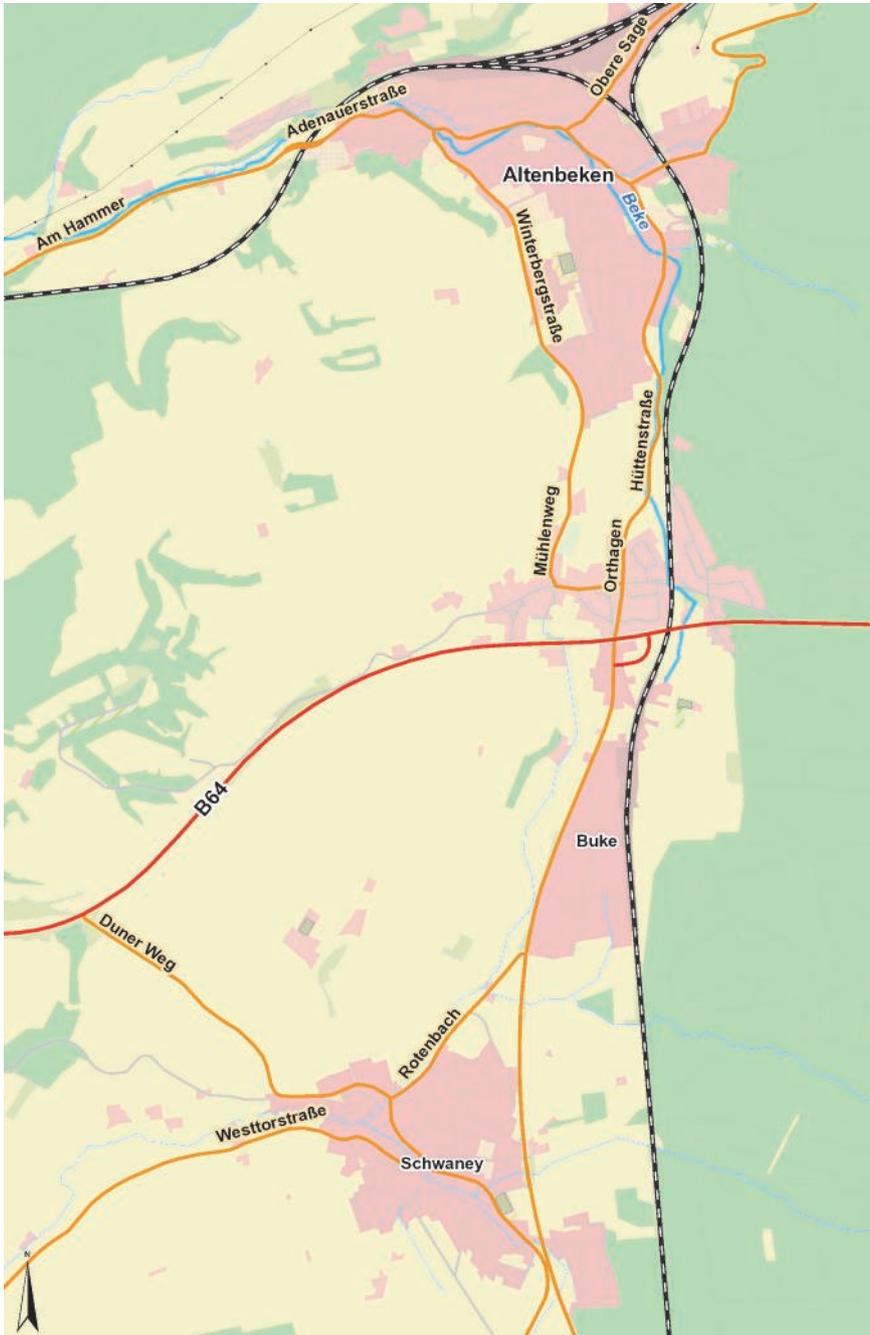
Buke is embedded between Altenbeken and Schwaney in an idyllic countryside location. Buke is well accessible by public transportation services. The “Buker Husaren” is a renowned marching band for their percussion and brass music. The smallest of the three villages offers plenty of opportunities to enjoy nature through outdoor activities like hiking, bike riding, etc. Buke has a shopping centre including a supermarket and a bakery, restaurants, and an industrial park. Several companies are located at the industrial park that may offer attractive employment opportunities.

### **Schwaney**

Schwaney is about 1000 years old. Residents of this village come together regularly in teams, groups, or other communities to perform recreational activities. Particularly popular is the "Bundesschützen Garde Musikkorps Schwaney", a large orchestra with more than 50 active musicians. Schwaney has a supermarket, banks, a pizzeria, and a hairdresser. Schwaney also offers a large network of hiking trails to enjoy nature, for example in the Ellertal.



Below is a map for your orientation. It depicts the municipality of Altenbeken with its three villages Altenbeken, Buke, and Schwaney, which are accessible by bus, by bicycle or on foot.



### 3 Living in Germany

Every country has its characteristics. Some things may be strange or different for you. That's why we would like to explain certain habits. We also recommend getting accustomed to them to foster inclusiveness and cultural empathy.



We should live together with mutual respect and consideration. The basic rights in Germany constitute the scale for our actions. 'Human dignity shall be inviolable.' or 'All are equal before the law' are fundamental rights in Germany. These laws do not distinct between women and men; ALL people are equal before the law.

The freedom of religion and the freedom of opinion are also defined as basic rights. We recommend a brochure, which provides extracts of these German basic rights in different languages. It is available at the social assistance office in the city hall of Altenbeken.

### 4 Living in Altenbeken

If you have been assigned to the municipality of Altenbeken, we will at first take care of your accommodation, which may be a residential apartment or a home particularly dedicated for refugees. The increasing number of refugees poses a challenge to satisfy a correlated increasing demand for accommodations. We always do our best to provide an ideal place to stay. Families with children will have priority for residential housing.

#### We separate our waste

In Germany, waste separation is very important because of an increased focus on environmental protection. Waste is already separated at its source. Individual households are required to sort out waste to recycle paper, plastics, glass, metals, etc. for a variety of new purposes. Packaging material such as tin cans, plastics, or metal have to be collected in the **yellow bin**.



Paper, carton, or cardboard go into the **blue bin**. Organic waste such as fruit or vegetable cuttings, egg shells, coffee filters, tea bags, garden waste are collected in the **green bin**.

Any garbage item that does NOT contain harmful substances and can't be recycled need to be collected in the **black bin**.



Waste items that can't be recycled because of toxic substances such as batteries or power packs are collected separately at disposal stations at supermarkets or other recycling stations.

Any used glass bottle or jar that is non-returnable (no bottle deposit) is collected at a **bottle bank**. A bottle bank has containers for white, green, or brown glass. Glass items that are returnable have a deposit logo (left) printed on the label. Those items should be returned to the supermarket where the product was purchased.



The disposal of **electrical equipment** like televisions, computers, or washing machines occurs by pick-up service that you have to request (at the city hall).

If you have any questions about this process or recycling please ask us or your neighbor.

## 5 Important offices and public authorities

At your arrival you have already seen the city hall. The administrative offices of the municipality, the mayor's office, and local government are located at the **city hall**.

address: Bahnhofstr. 5a, 33184 Altenbeken;

Homepage: [www.altenbeken.de](http://www.altenbeken.de) ; E-Mail: [info@altenbeken.de](mailto:info@altenbeken.de)

### Opening Hours:

Monday to Friday: 8:30 - 12:30 and Monday, Tuesday, Thursday: 14:00 - 16:00

### Contact:

Citizens Advice Office (registration, passes): Tel. (0 52 55) 12 00 31

Social assistance office

(regulatory agency (financial benefits, accommodation etc.) Tel. (0 52 55) 12 00 50

E-Mail: [ordnungsamt@altenbeken.de](mailto:ordnungsamt@altenbeken.de)

You can find the Aliens Department that is responsible for you at the local authorities of the city of Paderborn at this address: Aldegreverstraße 10-14, 33102 Paderborn (adjoining building C, first floor, room C.00.11), Tel: (0 52 51) 308 3216.

### Consultation hours :

Monday to Wednesday: 08:30 - 12:00

Thursday: 08:30 - 12:00 and 14:00 - 18:00

### Directions :

From Altenbeken, Buke, or Schwaney take a bus or train to the main train station of Paderborn (Central Station Paderborn, Bahnhofstraße). From there walk approximately 350 m as described below.



You may also reach out to the WhatsApp group for ride-sharing opportunities. Just send a short message with your appointment data and your address.

## **BAMF - Federal Office for Migration and Refugees**

This office is located in the city of Bielefeld (65 km Northeast of Altenbeken). It has the authority to decide about your application for asylum. During the hearing of your application you will be joined by a translator who speaks your native language. You will receive a written invitation to the hearing that contains details about the appointment and the process.

### **address:**

Am Stadtholz 24  
33609 Bielefeld



### **Approach :**

You can get to Bielefeld by train. The group member Christina drives to Bielefeld every day. She can pick you up at 7.15 in the morning to drive you to the BAMF. Just send a text message or a WhatsApp message to 0151-5255 7918 or an e-mail to [christina@asyl-altenbeken.de](mailto:christina@asyl-altenbeken.de).

## **6 Financial questions, bank account**

As asylum seeker you will receive benefits under the Asylum Seekers Benefits Act. At first you get a check that you can redeem it at the bank. Later, the cash benefit to you is transferred monthly to your bank account. Therefore you have a checking account at a bank set up (Volksbank / Sparkasse) after your arrival. You need a registration certificate, which you get when you register in the Citizens' Advice Bureau.

A current account is the basis for the monetary transactions in Germany. During opening times you can withdraw cash in the branches and causing remittances. Outside the opening times you can withdraw money with your bank card and PIN at ATMs. Use for the machine of your bank, otherwise you pay fees.

To receive the cash benefit, you have the social services have a valid certificate of release as an asylum seeker (BÜMA) or a valid permission (you get from the Immigration Office, if you have done your interview at the BAMF) to submit. So think of the timely renewal of your documents, otherwise you may not have money to be disbursed.

### **Bank branches nearby:**

#### **Sparkasse Altenbeken**

Adenauerstraße 60

#### Opening Hours:

Monday/Friday 9:00 - 12:00 and 14:00 - 16:00

Tuesday/Thursday 9:00 - 12:00 and 14:00 - 18:00

Friday: 9:00 - 12:00

## **Volksbank Altenbeken**

Adenauerstr. 61

### Opening Hours:

Monday/Friday: 9:00 - 12:30 and 14:00 - 16:30

Tuesday/Thursday: 9:00 - 12:30 and 14:00 - 18:00

Friday: 9:00 - 12:30



## **Sparkasse Schwaney**

Osttorstraße 6

### Opening Hours:

Monday: 9:00 - 12:00 and 14:00 - 16:00

Thursday: 9:00 - 12:00 and 14:00 - 18:00

## **Volksbank Schwaney**

Paderborner Straße 4

### Opening Hours:

Monday and Friday: 9:00 - 12:00 and 14:00 - 16:30

Tuesday and Thursday: 9:00 - 12:00 and 14:00 - 18:00



## **7 Information and consultation hour**



The information and consultation hour is offered every Monday from 17:00-18:00 o'clock to answer questions concerning your every day life, e.g. asylum procedure, language courses, financial questions, etc. If our volunteers cannot answer your question directly, they will

collect information and provide you with that information afterwards.

In addition, there will be a list where you can write down urgent things that you need in your everyday life. The volunteers will try to organise these things for you. But keep in mind that not every wish can be fulfilled.

**When:** Monday: 17:00 - 18:00

**Where:** Dietrich Bonhoeffer Haus,  
Bahnhofstrasse 7, Altenbeken



## 8 Shopping facilities and second hand clothes



Every village has at least one supermarket. The cheapest supermarkets are ALDI and Netto. On Sundays and holidays, the shops are closed. For more shopping facilities visit Paderborn.

### Schwaney

#### **Markant Markt Rütther**

Osttorstraße 6

Opening Hours: Monday - Saturday 7:00 - 20:00



### Buke

#### **Combi Verbrauchermarkt**

Orthagen 3

Opening Hours: Monday - Saturday 8:00 - 21:00



### Altenbeken

#### **ALDI**

Hüttenstraße 61

Opening Hours: Monday - Saturday 7:00 - 20:00



### **Markant Markt**

Hüttenstraße 2

Opening Hours: Monday - Saturday 8:00 - 21:00



### **Netto Marken-Discount**

Adenauerstraße 21

Opening Hours: Monday - Saturday 7:00 - 20:00



You can get **second-hand clothes** for example in these clothing stores for free or for a little amount of money:

### **DRK-Kleiderkammer / Closet**

Neuhäuser Straße 62-64, 33102 Paderborn Tel: (0 52 51) 130 930  
Mo. / Tue.: 8.30 - 13.30 and Thursday 14.00 - 17.30



### **IN VIA Lädchen**

Clothes for adults and children

Bahnhofsstraße 19, 33102 Paderborn Tel: (0 52 51) 1228 51  
Mo. - Fr.: 10:00 - 18:00



### **Kleiderkammer des Pastoralverbundes Paderborn Nord-Ost**

Heiersstraße 15, 33098 Paderborn  
Tel: (0 52 51) 35 315 Thursday 15:00– 17:00 (opening)

### **Kleiderkammer St. Hedwig**

Catholic parish St. Hedwig  
Josef-Spiegel-Platz 7, 33100 Paderborn Tel: (0 52 51) 160 910, Thursday 16:00 – 17:45

### **Ökumenische Kleiderkammer Martin-Luther-Gemeinde und St. Stephanus**

Klingender Straße 13, 33100 Paderborn Tel: (0 52 51) 5002 35, Tuesday 15:30 - 17:00

## **9 Medical services and pharmacies**



When you are feeling sick and you need a doctor, you can see a general practitioner. But before you go there, you need a certification from the social office. It's important that a translator will accompany you if don't speak German or English well.

In case of an accident or emergency, call the emergency number 112.

You can find the following practitioners in the town of Altenbeken:

### **General practitioners (doctors):**

#### Altenbeken

**Mrs. Svetlana Lauer**, Adenauerstr. 70, Tel: (0 52 55) 1000

#### Opening Hours:

Monday: 08:15 - 12:00

Tuesday: 08:15 - 12:00 and 16:30 - 18:00

Wednesday: 08:15 - 12:00

Thursday: 08:15- 12:00 and 16:30 - 18:00

Friday : 08:15 - 14:00

*(a patient interview in Russian is possible)*

**Mr. Lutz Wanke**, Ortwaldstr. 3, Tel: (0 52 55) 200 *(a patient interview in English is possible)*

Opening Hours:

Monday: 08:00 - 11:00 and 16:00 - 18:00

Wednesday: 08:00 - 11:00

Thursday: 08:00 - 11:00 and 16:00 - 18:00



Tuesday: 08:00 - 11:00

Friday: 08:00 - 11:00

**Mr. Dr Michael Welling and Mr. Dr. Georg Sander**, Dr.-Pentrup-Straße 5, Tel: (0 52 55) 7033

Opening Hours:

Monday: 08:00 - 12:00 and 16:00 - 18:00

Tuesday: 08:00 - 12:00 and 16:00 - 18:00

Wednesday: 08:00 - 12:00

Thursday: 08:00 - 12:00 and 16:00 - 18:00

Friday: 08:00 - 12:00 and 13:00 - 14:00

*(a patient interview in English is possible, otherwise necessarily bring an interpreter)*

Schwaney

**Mr. Wilhelm Küting**, Bodentalsweg 9, Tel: (0 52 55) 988 980

Opening Hours:

*(a patient interview in English is possible)*

Monday: 08:00 - 12:00 and 16:00 - 18:00

Tuesday: 08:00 - 12:00 and 16:00 - 18:00

Wednesday: 08:00 - 12:00

Thursday: 08:00 - 12:00

Friday: 08:00 - 12:00 and 16:00 - 18:00

**Dentist:**



Altenbeken

**Mr. Dr Ullrich Bollmann and Mrs. Dr Rustemeyer-Bollmann**, Hüttenstraße 1

Tel: (0 52 55) 61 59 *(a patient interview in English, Russian and Polish is possible)*

**Mrs. Olga Steinmark**, Dr.-Pentrup.-Str. 2 Tel: (0 52 55) 7835

*(a patient interview in Russian is possible, otherwise necessarily bring an interpreter)*

Schwaney

**Mr. Dr Torben Sonkol**, Westtorstraße 2 Tel: (0 52 55) 7062

*(patient consultation please bring in any case an interpreter)*

More doctors and specialists can be found in the city of Paderborn.

Pharmacies

Altenbeken

**Egge Apotheke**, Adenauerstraße 70

Tel: (0 52 55) 215

**Sonnen-Apotheke**, Adenauerstraße 63

Tel: (0 52 55) 1822



## 10 Public transport

The train station in Altenbeken is connected in all directions within Germany. There's a train to Paderborn that goes almost every 30 minutes. By bus you can go to Paderborn, Altenbeken, Buke and Schwaney.

The most important busses are:



Bus 201 (Schwaney – Paderborn)

Bus 433 (Altenbeken – Buke – Schwaney)

Bus R31 (Altenbeken – Paderborn)

You can find the bus timetables directly at the bus stops, in the town hall, on the internet: [www.nph.de](http://www.nph.de) or with a helpful app.

### The “Deutsche Bahn Navigator – App”

With this smartphone app you can find out all departures and arrivals of all busses and trains in Germany.



Download the app: Deutsche Bahn

Choose your place of departure from and your destination to

Enter the date and time you want to go and press Search

You now have the times of departure and arrival, the duration and the number of changes you need to do

### Carsharing via the WhatsApp group

In the WhatsApp group we organize (among other things) rides to Altenbeken, Schwaney, Buke and Paderborn. If you are interested please write an e-mail with your WhatsApp phone number to [christina@asyl-altenbeken.de](mailto:christina@asyl-altenbeken.de) or send a message to 0049-151 5255 7918.

### Carsharing via BlaBlaCar



BlaBlaCar is an internet platform that offers private car rides within Germany.

Just download the app and search for your favored trip. This platform is very useful for trips to cities with long distances.



## 11 Language and culture courses

There are continuous language courses in Altenbeken and Schwaney that are offered by voluntary helpers. In these lessons you will learn about the German culture and some basics of the German language.

The following courses are offered:

### Altenbeken

Monday 9:00 - 11:30 / address: Kirchplatz 3, Altenbeken (Catholic parish hall)

Wednesday 9:00 - 11:30 / address: Bahnhofstraße 7 (Protestant parish hall)

### Schwaney

Monday 9:00 - 11:30

Thursday 9:00 - 11:30

address: Triftweg 1b, Schwaney (The HoT - 'House of the open door' - Schwaney is located at the schoolyard of the primary school in Schwaney)



## 12 Social life activities

### Games evening



Every Wednesday evening there's a games evening at 7pm in the HoT in Schwaney taking place. There we have the opportunity to play billiards, kicker, cards, darts and board games.

In the WhatsApp group we also organize carshare from Altenbeken after Schwaney.

**address:**

Triftweg 1b, Schwaney (right next to the primary school and sports hall)



## Family games afternoon

Every Wednesday afternoon there's a game-café for families with children taking place. Invited are all international guests as well as citizens from Altenbeken. We meet in a nice atmosphere to drink coffee, play games, laugh together and get to know each other.

**When:** Wednesday: 14:00 - 16:00

**address:** Kath. Pfarrheim Buke, Dorfstraße 33, Buke

**Contact:** Anne Planz Tel: (0 52 55) 33 18 68



## Swimming pool

In Altenbeken, the indoor swimming pool is located next to the school campus. The 25m-pool has three lanes. The entrance fee is 2 Euros.

### Opening Hours:

Swimming for ladies only: Tuesday 18:00 - 19:45

Early swimming: Monday, Wednesday and Friday 6:55 - 7:40

Tuesday	16:00 - 17:45	Wednesday	15:00 - 19:45
Thursday	15:00 - 20:45	Friday	15:00 - 20:45
Saturday	14:00 - 16:45	Sunday	08:00 - 11:45

## Associations and hobby clubs

In the town of Altenbeken there are many associations, clubs and groups which you can join. The following clubs and groups can be found in Altenbeken, Buke or Schwaney:

- \* football
- \* handball
- \* volleyball
- \* gymnastics
- \* hiking
- \* table tennis
- \* swimming
- \* music (music for wind, choir, bagpipes and drums)
- \* voluntary fire fighters
- \* kids club
- \* charitable associations



If you are interested in one of these associations just write an e-mail to [info@asyl-altenbeken.de](mailto:info@asyl-altenbeken.de). We will arrange the contact.

### Hiking, going for a walk and other activities

Each of the three villages offers plenty of opportunities for hiking and walking to enjoy nature.



Buke operates a shooting range of the 'Landesjagdverband'. People practice shooting at fixed targets. The sound of guns may scare you, but you don't have to be afraid. Practitioners are either hunters or sport shooters / marksmen.

## 13 Important contacts and phone numbers

### Emergencies:

Ambulance: **112**

Police: **110**

Fire department: **112**

You can always contact the following people of the support circle for refugees:



#### **Dietlinde Stach (Didi)**

WhatsApp and mobile phone: 0049-176 3074 7971

Email: [didi@asyl-altenbeken.de](mailto:didi@asyl-altenbeken.de)

#### **Christina Böddeker**

WhatsApp and mobile phone: 0049-151 5255 7918

Email: [Christina@asyl-altenbeken.de](mailto:Christina@asyl-altenbeken.de)



#### **Luisa Osburg**

WhatsApp and mobile phone: 0049-174 95 99944

Email: [luisa@asyl-altenbeken.de](mailto:luisa@asyl-altenbeken.de)



## 14 Important German words – Vocabulary

German	English	French	Arabic
Hallo	Hello	Salut	مرحبا
Tschüss	Goodbye	Salut	مع السلامة
Wie geht es dir?	How are you?	Comment ça va?	كيف حالك
Mir geht es gut.	I'm fine.	Ça va bien.	أنا بخير
Dankeschön	Thank-you	Merci	شكرا جزيلا
Bitte	Please	s'il te plaît	من فضلك
Gern geschehen.	Your welcome.	De rien.	العفو
Wie heißt du?	What's your name?	Tu t'appelles comment ?	أهلاً ما اسمك ؟
Ich heiße...	My name is...	Je m'appelle...	اسمي...
Woher kommst du?	Where are you from?	Tu viens d'où ?	من أين أنت ؟
Ich komme aus...	I'm from...	Je viens de...	جئت من ...
Hilfe!	Help!	Au secours !	مساعدة
Ich verstehe nicht.	I don't understand.	Je ne comprends pas.	أنا لا أفهم.

### notes:

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## YOU ARE WELCOME

Home is not here or there. Home is  
inside you, or nowhere.  
(Hermann Hesse)