

## Steps to follow when the arrival destination is reached:

1. **Register** at the Arrival center (Ankunft/Aufnahme Zentrum in big cities, Rathaus in small cities). Germany-wide list is [here](#).
2. **Apply for benefits**. Once registered, you will be directed to the right authority for social security support. In Berlin, go to the Social Security Service ([Sozialämter](#)) to receive monetary and medical care support.
3. **Apply for a residence permit** schedule on site registration, as you will be instructed in step #1

We will be working on a more in depth collection of resources and will share it as soon as possible but for now here are a few very useful Germany-wide links, where you can find information on legal, medical, education, jobs and other questions:

- Handbook Germany (in DE/UA/RU): [here](#)
- Germany-wide & Berlin info (in DE/EN/UA/RU): [here](#)
- Medical care, legal, BIPOC, disabilities, queer (in EN/UA/RU): [here](#)

### Emergencies:

110 - 24/7 police emergency (acute emergency, only speak German/English)

112 - 24/7 medical emergency (acute emergency, only speak German/English)

### Violence against women:

+49 800 116 016 - 24/7 Violence against women (they have a Russian-speaking translator) [website](#)

+49 800 40 40 020 - 24/7 Schwangere in Not / pregnant emergency (also in Russian) [here](#)

+49 800 22 55 530 - Mon, Wed, Fri 9-14h Tue, Thu 15-20h Sexual harassment hotline [here](#)

### Children:

+49 30 61 00 66 - Hotline Kinderschutz 24/7 in Berlin (also in Russian on weekdays)

+49 30-2759597979 - Mo-Fri 9-17:00, Children in danger [website](#), email: [info@savethechildren.de](mailto:info@savethechildren.de)

### LGBTQ resources:

LGBTIQ+/ disabled/ BIPOC Refugees telegram chat: <https://t.me/+kqxAgwC7IME2ZDMY>

Quarteera association support LGBTQ English/Russian in Berlin: [here](#)

### BIPOC:

0351 850 75 222 - 24/7 hotline in Dresden (English, Arabic, German, Ukrainian, Russian), [here](#)

**Sick/disabled/deaf people:** resources [here](#)

**Helpline in Ukrainian information/registration support (not specialized in emergencies):**

+49 152 21455530 or +49 152 21455525 - 24/7 information support in Ukrainian <https://hilfe-ua.de/en/call-centre-help-ua/>

+49 711 722351121 - Mo-Fri 9-19:00 hotline Stuttgart German/Ukrainian

**Safety resources:**

**Emergencies:**

110 - police emergency (acute emergency, only speak German/English)

112 - medical emergency (acute emergency, only speak German/English)

**Violence against women:**

08000 116 016 - 24/7 Violence against women (have Russian-speaking translator whom they can engage via a conference) <https://www.hilfetelefon.de/das-hilfetelefon/beratung/beratung-in-17-sprachen/englisch.html>

+49 800 22 55 530 - Mon, Wed, Fri 9-14h Tue, Thu 15-20h Sexual harassment hotline

**Children:**

Hotline Kinderschutz in Berlin (also in Russian) 030 61 00 66

Children in danger: <https://www.savethechildren.de/impressum/> email: info@savethechildren.de; call: Mo-Fri 9-17:00: 030-2759597979

**LGBTQ resources:**

LGBTIQ+/ disabled/ BIPOC Refugees telegram chat: <https://t.me/+kqxAgwC7lME2ZDMy>

LGBTQ resources: <https://www.nowar.help/en/queer>

Quarteera association support LGBTQ English/Russian:

<http://www.quarteera.de/impressumAkrunaplatz>

**BIPOC:**

English, Arabic, German, Ukrainian, Russian helpline 24/7 in Dresden: 0351 850 75 222 <https://www.raa-sachsen.de/helpline-dresden>

Support for BIPOC: <https://www.nowar.help/en/bipoc>

**Sick/disabled/deaf people:** <https://www.nowar.help/en/disability>

**Helpline in Ukrainian:**

+49 152 21455530 or +49 152 21455525 - 24/7 information support in Ukrainian <https://hilfe-ua.de/en/call-centre-help-ua/> (do not specialize in emergency cases)

0711 722351121 - Mo-Fri 9-19:00 hotline Stuttgart German/Ukrainian