

## Arrival in Germany – Information for Refugees

We are pleased to welcome you to Cologne. The City of Cologne is here to help you in this difficult situation and will try to support you as best as possible with any questions or problems you may have. The City of Cologne will help you to find accommodation, will see that you are supplied with food, provided with medical care and also see that other important services will be made available.

### The most important at a glance

We have set up a contact point for you on Breslauer Platz (at the back of Cologne Central Station). There you can warm up, eat and drink, get information and will be provided with accommodation.

### Questions about accommodation

If you have any questions concerning accommodation, please contact us by **e-mail**:  
56-UnterbringungUkraine@stadt-koeln.de

Or visit us directly:

#### Housing Office

Social Service

Room: 1 H 02

Ottmar-Pohl-Platz 1, 51103 Cologne

**Opening hours:** Monday, Tuesday, Thursday,

Friday: 9 a.m. to 1 p.m.

and 2 p.m. to 3 p.m.

### Questions about medical care

If you have acute health problems, call 112 or go to hospital immediately, e.g.:

#### – Children's hospital:

Amsterdamer Straße 59, 50735 Cologne,  
KVB-stop Kinderkrankenhaus [children's hospital],  
line 16

#### – Uniklinik Köln [University Hospital Cologne],

accidents and emergencies:

Kerpener Straße 62, 50937 Cologne,  
KVB-stop Zülpicher Straße/Gürtel, line 9, 13

### Questions about your residence status

You can initially stay in Germany for 90 days without restrictions. During this 90-day period, you can move around freely in Germany and take your time to think about where you want to stay for the long term. After 90 days, you have to apply for a temporary residence permit.

### What to do now

If you can prove your identity, you can apply for financial aid and health insurance immediately.

Please make an appointment for this:

**Stadt Köln** [city of Cologne]

Neusser Straße 155, 50733 Cologne

**E-Mail:** sozialamt.asylangelegenheiten@  
stadt-koeln.de

**Phone number:** 0049 (0) 221 / 221-35049



If you cannot prove your identity, you must first register at the Foreigners' Registration Office.

Please register:

**Ausländeramt der Stadt Köln**

**[Foreigners' Registration Office of the City of Cologne]**

Dillenburgstraße 56 – 66, 51105 Cologne

**Opening hours:** Monday to Friday

from 8 a.m. to 4 p.m.

If you plan to stay in Cologne for a longer period of time, it is important that you register with the City of Cologne within the next days (at the Foreigners' Registration Office). This is a prerequisite for receiving further assistance. Please use preferentially public transport for your journey. The Cologne Transport Authority (KVB) and Deutsche Bahn (DB) [German Railways] allow you to use buses and city railways free of charge throughout the city.

Current information on all issues can be found here:

