



Welcome to Menden

your gateway to a new start

Welcome package of the City of Menden in the Sauerland

(Willkommensmappe der Stadt Menden im Sauerland)



Contents

(Inhalt)

01	Welcome (Begrüßung)
02	First Orientation / Important Points of Contact (Erste Orientierung / wichtige Anlaufstellen)
03	Language and Integration (Sprache und Integration)
04	Children and Family (Kinder und Familie)
05	Daycare and School (Kita und Schule)
06	Health (Gesundheit)
07	Housing (Wohnen)
08	Getting Around (Mobilität)
09	Leisure and Community Life (Freizeit und gesellschaftliches Leben)
10	Institutions and Points of Contact (Institutionen und Ansprechpartner*innen)



01

Welcome

(Begrüßung)

Welcome from the Integration Officer

”

Dear new residents,

On behalf of the Integration Team, I would like to give you a very warm welcome to Menden!

We are pleased that you are now part of our city, and we want to help you make the best possible start here. This welcome package is meant to give you important information and points of contact regarding our city, educational opportunities, healthcare and culture.

Menden lives through the people who come together here. Get involved, get to know your neighbourhood and feel welcome!

I wish you all the best for your start here!

Yamina Mekhatria

Integration Officer of the City of Menden

02

First Orientation / Important Points of Contact

(Erste Orientierung / wichtige Anlaufstellen)

Integration Team (Team Integration)

For matters relating to asylum and integration, Menden has an Integration Team made up of social workers, caseworkers and an Integration Officer.

Address	Neumarkt 5, 58706 Menden
Email	asyl@menden.de
Phone	02373 903 1400

Caseworker office hours

Monday	8:30 am – 12:30 pm
Tuesday	by appointment only
Wednesday	by appointment only
Thursday	8:30 am – 12:30 pm 2:30 pm – 5:30 pm
Friday	by appointment only

Responsibilities of the Integration Team

- Reception and accommodation of refugees in communal accommodation
- Social-pedagogical support for residents of the accommodation
- Granting of subsistence benefits under the Asylum Seekers' Benefits Act (AsylbLG)
- For asylum seekers:
 - Granting of benefits for accommodation and heating
 - Health benefits for illness, pregnancy and childbirth
 - Benefits under the Education and Participation Package (school supplies, learning support, school meals, etc.)

Citizens' Office (Bürgerbüro)

Responsible for general matters, such as registering or re-registering your address.

Address	Neumarkt 5, 58706 Menden
Phone	02373 9031550
Appointments	online or by phone

Opening hours

Monday	7:30 am – 5:00 pm
Tuesday	7:30 am – 5:00 pm
Wednesday	7:30 am – 1:00 pm
Thursday	7:30 am – 6:00 pm
Friday	7:30 am – 1:00 pm

Municipal Integration Management (KIM)

Municipal Integration Management (Kommunales Integrationsmanagement, KIM) is a voluntary advisory service for migrants in the Märkischer Kreis (district). Its aim is to provide quick and straightforward access to regional integration services – tailored, individual and close to home.

Responsible for Menden

Name	Andreas Habel
Email	A.Habel@maerkischer-kreis.de

Immigration Office (Ausländerbehörde) of the Märkischer Kreis

Address	Kreishaus II Heedfelder Str. 45, 58509 Lüdenscheid
Email	auslaenderbehoerde@maerkischer-kreis.de
Phone	02351 966-60

Office hours in Menden

When	Tuesdays 8:30 am – 12:00 pm
Where	Hönne-Berufskolleg Hofeskamp 12, 58706 Menden

Jobcenter

Address	Unnaer Str. 2, 58706 Menden
----------------	-----------------------------

Opening hours

Monday	8:00 am – 12:30 pm 1:30 pm – 3:30 pm
Tuesday	8:00 am – 12:30 pm 1:30 pm – 3:00 pm
Wednesday	8:00 am – 12:30 pm 1:30 pm – 3:30 pm
Thursday	8:00 am – 12:00 pm 1:30 pm – 5:00 pm
Friday	8:00 am – 12:30 pm

Equal Opportunities Officer (Gleichstellungsbeauftragte)

The Equal Opportunities Officer works for equal rights between women and men in Menden. She advises and supports you with personal matters, for example separation, domestic violence or questions about work and family.

Conversations are confidential. If needed, she can refer you to further counselling services.

Name	Heike Berkes
Phone	02373-903-1540
Email	gleichstellungsstelle@menden.de h.berkes@menden.de
Address	Town Hall (Rathaus), Room A 111 Neumarkt 5, 58706 Menden
Opening hours	Monday to Thursday, by phone appointment

Social Charity Shops (Sozialkaufhaus)

Here you can buy clothing, household goods, furniture and groceries at low prices.

SKFM

Social market, furniture store, De-Cent-Laden: clothing, household goods, furniture and groceries
Fröndenberger Straße 38, 58706 Menden

Fairkauf Lendringsen

Social charity shop
Bieberberg 6, 58710 Menden



Kinderladen Ringelsocke

Social charity shop for children's items

Pastoratsstraße 27, 58706 Menden

03

Language and Integration

(Sprache und Integration)

German Courses at the VHS (Adult Education Centre)

Address	Untere Promenade 28, 58706 Menden
Phone	02373 94713-0
Email	info@vhs-mhb.de

Opening hours

Monday to Wednesday	9:00 am – 12:00 pm 2:30 pm – 4:00 pm
Thursday	9:00 am – 12:00 pm 2:30 pm – 5:30 pm
Friday	9:00 am – 12:00 pm

German Courses at the Euro-Schulen

Address	Lortzingstr. 12, 58706 Menden
Phone	02373 1726730
Email	menden@eso.de
Opening hours	Monday to Friday 8:00 am – 1:00 pm

bzh – Märkischer Kreis gGmbH

Would you like to work in Germany? At the NRW Support Centre (Förderzentrum NRW) in Menden you can get personal support with career orientation, work-related language skills, job applications and finding an internship. Together, we look at what you are good at, what you need and which path fits you.

Address	Fröndenberger Straße 75, 58706 Menden
Contact person	Sina Ebauer
Phone	0160 91979832
Email	ebauer@bzh-mk.de
Website	www.bzh-bildung.de

Port A³ – Receiving, Training and Employing Refugees

For refugees who have (limited) access to the labour market, Port A³ offers advice and support:

- German for work
- Placement into jobs and apprenticeships
- Career orientation and job-readiness preparation
- Help with official procedures

Training providers and employers are also advised and supported when it comes to employing a refugee.

Contact person	Nina Cubaixo
Email	nina.cubaixo@awo-ha-mk.de
Phone	02371 2192613 0157-31011106

Appointments only by arrangement.

Committee for Integration and Equal Opportunity

The Committee for Equal Opportunity and Integration (Ausschuss für Chancengerechtigkeit und Integration, formerly the Integration Council) is the voice of people with a migration background. In this body of the Menden City Council, directly elected representatives of people with a migration background work as equals alongside council members.

The focus is on the many issues around integration. You are welcome to get involved and bring in your own topics and questions.

Contact	aci@stadt-menden.de
----------------	--

04

Children and Family

(Kinder und Familie)

Family Pass (Familienpass)

Menden offers the Familienpass. This free pass is issued, on request, to any family registered with their main residence in Menden that includes at least one child who has not yet turned 18. Only one pass is issued per family.

- Can be applied for free of charge at the Citizens' Office (Bürgerbüro)
- Valid as long as at least one child under 18 lives in the household
- Only valid together with an identity card
- Example: 50 % discount on admission to the indoor pool for children aged 5 and up

Meeting Points for Children and Young People

Menden has four different meeting points for children and young people:

Das Zentrum

Kirchplatz 3, 58706 Menden

Treffpunkt Platte Heide

Hermann-Löns-Straße 61, 58708 Menden

Treff Böisperde

Bahnhofstraße in Böisperde 5, 58708 Menden

Stadtteiltreff Lendringsen

Böingser Weg 5, 58710 Menden

Early Support Services (Frühe Hilfen)

■ Family Office (Familienbüro)

The Family Office of the City of Menden offers Menden families a place to meet and exchange. Here you can get information from the Family Guides (Familienlotsinnen) in a relaxed atmosphere.

You will get a good overview of the wide range of services for families in our city and, if needed, be referred to the right contact person.

Drop-in hours

Tuesday	9:00 am – 11:00 am
Wednesday	2:00 pm – 4:00 pm
Friday	9:00 am – 11:00 am
Phone	02373 903-1530
More information	www.fruehehilfen-online.nrw.de/menden.suche

■ Intercultural advisory service for migrant and refugee families

Advisor	Brigitta Mölle Intercultural Family Work
Topics	Daycare (Kita) registrations, life in Menden as a family, transition from daycare to school
Address	Margueritenweg 5, 58708 Menden VHS building, Room AF 2.5
Phone	0151 64145700

Availability

Monday to Wednesday	7:30 am – 1:00 pm afternoons by arrangement
Thursday	11:00 am – 1:00 pm afternoons by arrangement
Friday	8:00 am – 12:00 pm telephone consultation

Child Benefit (Kindergeld)

The application for child benefit must be submitted to the Family Benefits Office (Familienkasse) at the responsible employment agency (Agentur für Arbeit).

Information	www.arbeitsagentur.de/familie-und-kinder
--------------------	--

Familienkasse North Rhine-Westphalia East

Address	Brausestr. 13-15, 58636 Iserlohn
Phone	0800 4555530

Child Supplement (Kinderzuschlag, for working parents)

The child supplement is an additional cash benefit. Parents or guardians who receive child benefit can apply for it in addition. The child supplement is paid out together with child benefit.

You can apply for a child supplement at the locally responsible Family Benefits Office of the Federal Employment Agency if you can cover your own living costs but not those of your children.

Information

www.bmbfsfj.bund.de/bmbfsfj/themen/familie/familienleistungen/kinderzuschlag-und-leistungen-fuer-bildung-und-teilhabe-73906

Familienkasse North Rhine-Westphalia East

Address

Brausestr. 13-15, 58636 Iserlohn

Phone

[0800 4555530](tel:08004555530)

Housing Benefit (Wohngeld, for working people)

Housing benefit is a state subsidy towards housing costs. It is available as a rent subsidy for tenants of a flat or a room. The amount depends on

- the number of household members taken into account,
- the rent or housing costs taken into account and
- total household income.

You can apply for housing benefit at the Citizens' Office (Bürgerbüro).

Education and Participation Benefits (Bildung und Teilhabe)

Anyone receiving asylum seekers' benefits, the child supplement, housing benefit or Arbeitslosengeld II is also entitled to Education and Participation benefits.

The Education and Participation Package consists of cash and in-kind benefits. The in-kind benefits ensure that these services actually reach children and young people as individual support.

Applications are submitted at different offices depending on your situation:

Child supplement or housing benefit

Anyone receiving the child supplement or housing benefit is also entitled to Education and Participation benefits. The package consists of cash and in-kind benefits that are meant to actually reach the children and young people.

Arbeitslosengeld II

Anyone receiving Arbeitslosengeld II should contact the local Jobcenter for Education Package benefits.

AsylbLG

Recipients of social assistance and AsylbLG benefits should contact the local Social Welfare Office (Sozialamt) or the Integration Team for Education Package benefits.

Parental Allowance (Elterngeld)

Unlike child benefit, applying for parental allowance is not mandatory. However, an application can be made; the benefit is offset against other social benefits received. For this reason, benefit agencies sometimes require an application to be submitted.

Information	www.familienportal.de
--------------------	--

Parental Allowance Office of the Märkischer Kreis

Address	Kreishaus Lüdenscheid Heedfelder Straße 45, 58509 Lüdenscheid
----------------	--

Tuesday, Thursday and Friday	8:30 am – 12:00 pm
---	--------------------

Thursday additionally	1:30 pm – 3:30 pm
------------------------------	-------------------

Pregnancy Counselling (Schwangerenberatung)

The state-recognised pregnancy counselling centre of the City of Menden offers advice on all questions relating to:

- pregnancy and unplanned pregnancy
- birth and early parenthood
- contraception and family planning
- baby equipment and funding options
- midwives

Email	schwangerenberatung@menden.de
--------------	--

Phone	02373 903-1333
--------------	---

05

Daycare and School

(Kita und Schule)



Daycare Centres (Kitas) in Menden

Menden has 28 daycare centres. Depending on the centre, children can be admitted from 4 months or from 2 years of age. The following overviews show all facilities by district with their minimum admission age.

Mitte

Innenstadt | Lahrfeld | Schwitten | Rauherfeld

DRK Familienzentrum
DER Obsthof

Tel.: 02373 - 63889
kita.obsthof@drk-kinderwelt.de



Elterninitiative Kindergarten
Kleine Freunde

Tel.: 02373 - 4661
info@kiga-kleine-freunde.de



Ev. Kita
Friedrich v. Bodelschwingh

Tel.: 02373 - 3408
ev.kita.bodelschwingh@tvb-is.de



Kath. Kindergarten
St. Apollonia

Tel.: 02373 - 5306
appollonia-menden@kath-kitas-ruhr-mark.de



Kath. Kindergarten
Don Bosco

Kath. Familienzentrum Menden-Mitte
Tel.: 02373 - 4553
don-bosco-menden@kath-kitas-ruhr-mark.de



Kath. Kindergarten
Heilig Kreuz

Tel.: 02373 - 3572
heilig-kreuz-menden@kath-kitas-ruhr-mark.de



Kath. Kindergarten
St. Paulus

Tel.: 02373 - 5665
paulus-menden@kath-kitas-ruhr-mark.de



Kath. Kindergarten
St. Walburgis

Kath. Familienzentrum Menden-Mitte
Tel.: 02373 - 918709
walburgis-menden@kath-kitas-ruhr-mark.de



Wegbereiter Kita gGmbH
Farbenland

Familienzentrum Hofeskamp
Tel.: 02371 - 82041360
farbenland@wegbereiter-ggmbh.de



Nord

Börsperde | Halingen

Ev. Kita
Börsperde

Tel.: 02373 - 1741430
ev.kita.boesperde@tvb-is.de



Kath. Kindergarten
St. Maria Magdalena

Tel.: 02373 - 60814
maria-magdalena-menden@kath-kitas-ruhr-mark.de



Städt. Familienzentrum
Börsperde-Halingen

Tel.: 02373 - 67625
kita-boesperde@menden.de



Städt. Kindergarten
Halingen

Tel.: 02378 - 4242
kiga-halingen@menden.de



Wegbereiter Kita gGmbH
Farbenzwerge

Tel.: 02371 - 82041370
farbenzwerge@wegbereiter-ggmbh.de



KiTa-Portal der Stadt Menden (Sauerland)

Sie sind auf der Suche nach einer passenden Kindertages-einrichtung (Kita) und/oder einem Platz in der Kindertages-pflege für Ihr Kind und wollen es bequem online voranmelden? Dann sind Sie hier genau richtig!



Der QR-Code führt Sie auf die Homepage der Stadt Menden, genauer auf die Seite über Kitas und Kindertagespflege. Dort erhalten Sie weitere Informationen und erreichen über einen Link das Anmeldeportal.

Süd

Berkenhofskamp | Lendringsen | Asbeck | Hüingsen

DRK Familienzentrum AM SALZWEG

Tel.: 02373 - 82024
kita.salzweg@drk-kinderwelt.de



Ev. Familienzentrum Lendringsen

Tel.: 02373 - 81718
ev.kita_lendringsen@tvb-is.de



Kath. Kindergarten Christ König

Tel.: 02373 - 81211
christ-koenig-menden@kath-kitas-ruhr-mark.de



Kath. Familienzentrum St. Josef

Tel.: 02373 - 81792
josef-menden@kath-kitas-ruhr-mark.de



Kath. Kindergarten St. Martin

Tel.: 02373 - 85602
martin-menden@kath-kitas-ruhr-mark.de



Städt. Familienzentrum Zeisigstraße und „Waldhüpfgruppe“

Tel.: 02373 - 86004
kita-zeisigstrasse@menden.de



Wegbereiter Kita gGmbH Wiesenwichtel

Tel.: 02371 - 82041420
wiesenwichtel@wegbereiter-ggmbh.de



West

Platte Heide | Papenbusch

Ev. Kita Paul-Gerhardt Familienzentrum Platte Heide

Tel.: 02373 - 62603
ev.kita.paulgerhardt@tvb-is.de



Kath. Kita St. Marien Familienzentrum Platte Heide

Tel.: 02373 - 1728468
marien-menden@kath-kitas-ruhr-mark.de



Lebenshilfe Geburtstagskindergarten Familienzentrum TriCasa

Tel.: 02373 - 9471090
kita@lebenshilfe-lued-mk.de



Städt. Kita Am Papenbusch Familienzentrum TriCasa

Tel.: 02373 - 9038590
kita-papenbusch@menden.de



Städt. Kita Arndtstraße Familienzentrum TriCasa

Tel.: 02373 - 63406
kita-arndtstrasse@menden.de



Städt. Familienzentrum Vincenz

Tel.: 02373 - 4370 kiga-
vincenz@menden.de



Städt. Kita Vollmersbusch Familienzentrum Platte Heide

Tel.: 02373 - 66595
kita-vollmersbusch@menden.de



Öffnungszeiten

Mindestalter bei Aufnahme

Familienzentrum

Betreuung von Kindern mit
& ohne Behinderung

Note: "Familienzentrum" (Family Centre) facilities offer additional family-support services beyond childcare. More information on daycare places and online pre-registration can be found on the homepage of the City of Menden:

www.menden.de

Registered Childminders (Kindertagespflege / Tagesmütter)

Kindertagespflege is a state-recognised form of childcare, generally for children up to age three (and, in addition, up to age 13). A qualified childminder cares for up to five children at a time in a family setting, often in their own home. It is legally equivalent to a daycare centre.

A current list of recognised childminders in Menden can be found at:

www.skfm-menden.de/unsere-hilfen/kindertagespflege/anerkannte-kindertagespflegestellen-in-menden/

School System

All children first attend primary school (Grundschule). After that, they move on to a secondary school:

School	Duration
Primary level (Primarstufe)	
Primary school (Grundschule)	4 years
Lower secondary level (Sekundarstufe I)	
Hauptschule	6 or 5 years
Realschule	6 years
Gesamtschule (comprehensive school)	6 or 9 years
Gymnasium (grammar school)	9 years
Upper secondary level (Sekundarstufe II)	
Vocational upper secondary school (Berufliches Gymnasium)	3 years

Qualifications

- Intermediate school-leaving certificate (Mittlerer Bildungsabschluss) after year 10
- University entrance qualification (Hochschulreife) at the end of upper secondary level

Primary Schools in Menden

Nikolaus-Groß-Schule Böisperde

Bahnhofstr. 2, 58708 Menden

Gemeinschaftsgrundschule Platte Heide

Malvenweg 2, 58708 Menden

Bischof-von-Ketteler-Schule Lendringsen

Salzweg 45, 58710 Menden

Josefschule Lendringsen

Friedhofstr. 6, 58710 Menden

Anne-Frank-Schule

Robert-Leusmann-Str. 2, 58708 Menden

Albert-Schweitzer-Schule

Beethovenstr. 2, 58706 Menden

Josefschule Menden

Werringser Str. 2, 58706 Menden

Secondary Schools

Städt. Realschule Menden

Klosterstr. 20, 58706 Menden

Städt. Gymnasium an der Hönne

Walramstr. 2, 58706 Menden

Walburgis-Gymnasium

Schwitter Weg 22, 58706 Menden

Placida-Viel-Berufskolleg

Vocational college

Dechant-Röper-Str. 47, 58706 Menden

Städt. Gesamtschule Menden

Windthorststr. 36, 58706 Menden

Walburgis-Realschule

Schwitter Weg 22, 58706 Menden

Hönne-Berufskolleg

Vocational college

Werler Str. 4, 58706 Menden

Information on School Registration (Schulanmeldung)

More information on school registration can be found on the homepage of the City of Menden:

www.menden.de

06

Health

(Gesundheit)

General Practitioners (Hausarzt*innen)

Here you will find the GP practices in Menden and the languages spoken there.

MVZ Hausärzte Menden – Praxis Zentrum

Unnaer Str. 19, 58706 Menden

Phone: [02373 9232610](tel:02373 9232610)

Languages: German, English, Arabic

Arabic with: Dr. Farah

MVZ Hausärzte Menden – Praxis Platte Heide

Lupinenweg 2, 58708 Menden

Phone: [02373 9610112](tel:02373 9610112)

Languages: German, English, Arabic

Arabic with: Dr. Farah

MVZ Hausärzte Menden – Praxis Lendringsern

Lendringser Hauptstr. 15, 58710 Menden

Phone: [02373 9233850](tel:02373 9233850)

Languages: German, English

Praxis Dr. Rahn / MVZ Meschede (Dr. Spentzos)

Balver Str. 72, 58706 Menden

Phone: [02373 2542](tel:02373 2542)

Languages: German, English, Greek, Russian, Ukrainian

Praxis Dr. Bossecker

Unnaer Str. 17, 58706 Menden

Phone: [02373 15067](tel:02373 15067)

Languages: German, English

Praxis Dres. Dietrich & Kockmeyer

Unnaer Str. 12, 58706 Menden

Phone: 02373 1307 / 1308

Languages: German, English

Praxis Dres. Breger

Bieberkamp 51, 58710 Menden

Phone: [02373 12434](tel:02373 12434)

Languages: German, Romanian, English

Praxis Dr. med. Robert Horsch

Wilhelmstr. 50a, 58706 Menden

Phone: [02373 2447](tel:02373 2447)

Languages: German, English

Praxis Dr. El-Kaly

Lendringser Platz 3, 58710 Menden

Phone: [02373 81188](tel:02373 81188)

Languages: German, English, Arabic

Praxis Dr. Schierhorn

Hunsrückstr. 11, 58706 Menden

Phone: [02373 98480](tel:02373 98480)

Languages: German

Praxis Dr. Modarrespur-Vogel

Otto-Weingarten-Str. 3, 58710 Menden

Phone: [02373 81988](tel:02373 81988)

Languages: German, English, Persian (may vary)

Praxis Dr. Knapp

Lendringser Hauptstr. 54, 58710 Menden

Phone: [02373 17054104](tel:02373 17054104)

Languages: German, English

Praxis Dr. Terstappen

Pastor-Quade-Str. 5, 58706 Menden

Phone: [02373 3087](tel:02373 3087)

Languages: German

Hausarztpraxis Dr. Charif

Glockenblumenweg 2, 58708 Menden

Phone: [02373 65353](tel:02373 65353)

Languages: German, Arabic

Dentists (Zahnärzt*innen)

Dr. Ralf Rohleder & colleagues

Unnaer Str. 20, 58706 Menden

Phone: [02373 5033](tel:02373 5033)

Languages: German, English

Z-point / Dr. Prünke & Partner

Am Hönneufer 1-2, 58706 Menden

Phone: [02373 81760](tel:02373 81760)

Languages: German, English

Dr. med. dent. Albrecht Menke

Unnaer Str. 13, 58706 Menden

Phone: [02373 12335](tel:02373 12335)

Languages: German

Dr. Bald

Hauptstr. 42, 58706 Menden

Phone: [02373 10888](tel:02373 10888)

Languages: German, English

Dr. Neuhaus / Maja Weber

Querstr. 1, 58706 Menden

Phone: [02373 3777](tel:02373 3777)

Languages: German

Dr. med. dent. C.F. Richter

Wilhelmstr. 12, 58706 Menden

Phone: [02373 14464](tel:02373 14464)

Languages: German, English

Makowski Dentistry

Papenhausenstr. 11a, 58706 Menden

Phone: [02373 10550](tel:02373 10550)

Languages: German, English, Polish

Plitt-Degenhart, Fobe

Papenhausenstr. 1, 58706 Menden

Phone: [02373 2717](tel:02373 2717)

Languages: German

Dr. med. dent. Michael Wagner

Brückstr. 24, 58706 Menden

Phone: [02373 2527](tel:02373 2527)

Languages: German

Dr. med. dent. Georg Mihaly

Bismarckstr. 1, 58708 Menden

Phone: [02373 61414](tel:02373 61414)

Languages: German, Hungarian

Zahnarztpraxis Schlotmann

Kornblumenweg 6, 58708 Menden

Phone: [02373 67775](tel:02373 67775)

Languages: German, English

Zahnarztpraxis Henke

Werler Str. 17, 58706 Menden

Phone: [02373 92810](tel:02373 92810)

Languages: German, English

Guido Luig

Lendringser Platz 6, 58710 Menden

Phone: [02373 60445](tel:02373 60445)

Languages: German

Oliver Penz

Lendringser Hauptstr. 55, 58710 Menden

Phone: [02373 81372](tel:02373 81372)

Languages: German

Dr. Pahlen

Pastor-Quade-Str. 5, 58706 Menden

Phone: [02373 3038](tel:02373 3038)

Languages: German

Gynaecology (Gynäkologie)

Praxis Nathalie Dehnert

Südwall 35, 58706 Menden

Phone: [02373 5616](tel:02373 5616)

Languages: German, English

Praxis Dr. Frank Albrecht

Krankenhausweg 8, 58706 Menden

Phone: [02373 15066](tel:02373 15066)

Languages: German, English

Praxis Cathrin Spiekermann

Bodelschwinghstr. 17, 58706 Menden

Phone: [02373 18117](tel:02373 18117)

Languages: German, English

Frauenarztpraxis Knieb-Gevargez Zoubalan

Unnaer Str. 12, 58706 Menden

Phone: [02373 9190606](tel:02373 9190606)

Languages: German, English

Praxis Dr. Beatrix Dinkel

Lendringser Hauptstr. 5, 58710 Menden

Phone: [02373 82001](tel:02373 82001)

Languages: German, English

Paediatricians (Kinderärzte)

Dr. med. Michael Berndt

Bieberberg 24, 58710 Menden

Phone: [02373 84562](tel:02373 84562)

Languages: German, English

Dr. med. Thomas Dücker

Kaiserstr. 27, 58706 Menden

Phone: [02373 4477](tel:02373 4477)

Languages: German

Hospitals

St. Vincenz Krankenhaus Menden

Am Stein 24, 58706 Menden

Phone: [02373 1680](tel:02373 1680)

Important Emergency Numbers

110

Police
(Polizei)

112

Fire brigade / ambulance
(Feuerwehr / Krankenwagen)

116 117

Out-of-hours medical service
(Ärztlicher Bereitschaftsdienst)

How Do I Make a Proper Emergency Call?

When you call an emergency number, trained staff will ask you all the important questions – so you cannot do anything wrong. A dispatcher will usually ask you the following questions on the phone:

■ 1. Where did it happen?

Give as precise a location as possible. Place, district, street, house number, floor and other details help the emergency services find the scene quickly. If you do not know the area, ask the people around you for help describing the location.

For hard-to-find places, describe the route as precisely as possible. Notable buildings and signs, or visible mountains, hills and lakes can also help. Ideally, a second person waits for the emergency services and shows them the way.

■ 2. What happened?

Describe briefly and clearly what happened, for example whether there was an accident.

Examples: "There has been a traffic accident between a car and a truck." or "A child has fallen through the ice."

■ 3. Wait

Do not hang up! Wait for possible follow-up questions from the control centre. Only hang up once the control centre ends the call.

To better assess the situation, the control centre will often also ask you the following questions:

■ 4. How many people are injured, and what injuries are there?

State how many people are injured. If anyone is missing, state that number too. Also try to describe the type of injuries or illnesses. Every detail helps the emergency services.

■ 5. Who is reporting the emergency?

Give your name and a phone number where the control centre can reach you with follow-up questions.

07

Housing

(Wohnen)

Waste Separation (Mülltrennung)

Waste separation is required by law in Germany and is very important. Please put your rubbish in the correct bin:

General waste

(Restmüll)

Colour: Grey / black

Contents: Non-recyclable household waste (e.g. nappies, vacuum cleaner bags)

Paper bin

(Papiertonne)

Colour: Blue

Contents: Newspapers, magazines, cardboard

Recyclables bin

(Wertstofftonne)

Colour: Yellow

Contents: Packaging made of plastic, metal and composite materials

Organic waste bin

(Biotonne)

Colour: Brown / green

Contents: Food scraps, fruit and vegetable waste, garden waste

Glass container

(Glascontainer)

Colour: Green / brown / white

Contents: Bottles and jars – sorted by colour (coloured, brown and clear glass)

Bulky waste (Spermmüll, e.g. old furniture, electrical appliances) must be registered separately for collection:

Office

Stadtbetrieb Menden (SBM)

Phone

[02373 903-0](tel:02373 903-0)

Basic Rules for Living in a Rented Home

Some important rules apply to living together in a residential building in Germany:

■ House rules (Hausordnung)

Most residential buildings have house rules. They govern, for example, the use of shared areas (stairwell, cellar, courtyard), cleaning of the stairwell and waste disposal. Please read them carefully – they are often posted in the stairwell or handed to you by the landlord.

■ Quiet hours (Ruhezeiten)

Night-time quiet hours generally run from 10:00 pm to 6:00 am. Loud noise (music, drilling, parties) should be avoided during this time. Many buildings also observe a midday quiet period (1:00 pm – 3:00 pm).

On Sundays and public holidays, extended quiet hours apply all day – mowing the lawn and DIY work are not allowed then.

■ Heating and utility costs (Nebenkosten)

In addition to the monthly rent, you usually pay an advance on utility costs for heating, water, waste disposal and other expenses. At the end of the year you receive a utility cost statement (Nebenkostenabrechnung) – depending on your consumption, this can result in an additional payment or a refund.

■ Electricity costs

Anyone with their own flat has to pay for their own electricity. This money is already included in the monthly social benefits (such as Bürgergeld or asylum seekers' benefits). The benefits office does not pay the electricity provider separately.

■ Damage and repairs

Damage in the flat (e.g. water damage, a broken heater) must be reported to the landlord promptly and, if possible, in writing. Do not carry out repairs on your own without informing the landlord.

■ Registration requirement (Anmeldepflicht)

When you move into a new flat in Menden, you must re-register at the Citizens' Office within 14 days. Your landlord will give you a landlord confirmation (Wohnungsgeberbestätigung) for this.

■ Terminating a lease

If you, as a tenant in Germany, want to terminate your lease yourself, you must send the notice to the landlord **in writing on paper** with your **original signature**.

The letter must reach the landlord by the third working day of a month at the latest so that the statutory **three-month notice period** applies.

Public Holidays in North Rhine-Westphalia

Many shops, public offices and doctors' practices are closed on public holidays and Sundays. Noise and gardening are also restricted on these days.

Date	Holiday
1 January	New Year's Day
variable (March/April)	Good Friday
variable (March/April)	Easter Monday
1 May	Labour Day
variable (May/June)	Ascension Day 39 days after Easter Sunday
variable (May/June)	Whit Monday 50 days after Easter Sunday
variable (May/June)	Corpus Christi 60 days after Easter Sunday
3 October	Day of German Unity
1 November	All Saints' Day
25 December	Christmas Day
26 December	Second Day of Christmas

Tip: Plan visits to public offices, shopping and doctor's appointments in good time so that you are not caught out by a public holiday.

08

Getting Around

(Mobilität)



Menden is well connected to public transport. Here you will find all the important information on buses, trains and other means of transport.

Bus – MVG Märkische Verkehrsgesellschaft

Bus services in Menden are run by the MVG Märkische Verkehrsgesellschaft. Several lines connect Menden's districts with each other and with neighbouring towns such as Iserlohn, Hemer and Fröndenberg.

Important bus lines in Menden

Line	Route (short)
1	Menden Battenfeld – town centre – Hemer (towards Iserlohn)
21	Menden Hämmerstr. – town centre – Lendringsen – Oberrödinghausen/Hüingsen
22	Menden Battenfeld – town centre – Iserlohn
24	Menden Lahrfeld – Battenfeld – station – Platte Heide school
27	Menden – Unna (station)

Current timetables, stops and real-time information:

Website	www.mvg-aktuell.de
Apps	MVG Online DB Navigator Moovit

Train – RB54

Menden has its own railway station on the regional line RB54. It connects Menden with Fröndenberg and onward towards Iserlohn.

Line	Route and journey time
RB54	Menden – Fröndenberg – Iserlohn approx. 25 min to Iserlohn
RB54 with a change	Menden – Fröndenberg – Dortmund approx. 50–70 min to Dortmund

Deutsche Bahn timetables and tickets:

Website	www.bahn.de
App	DB Navigator

Deutschlandticket

With the Deutschlandticket, you can use all local buses and trains anywhere in Germany for a flat monthly fee – including in Menden and the whole region.

Price (as of 2026)	63 euros per month
Valid for	all local buses and regional trains (RB, RE) throughout Germany
Not valid for	ICE, IC, EC (long-distance trains)
Cancellation	by the 10th of the month for the following month
Children under 6	travel free

You can get the ticket as a digital subscription from:

Deutsche Bahn	www.bahn.de/angebot/regio/deutschland-ticket
MVG	www.mvg-aktuell.de
or via app	DB app / MVG app

Tip: Many employers offer the Deutschlandticket at a discount as a job ticket. Ask your employer! There is also the Deutschlandticket Sozial and the Sozialticket MK – please ask the caseworkers at the Integration Team.

Bicycle

Menden has a growing network of cycle paths. The bicycle is a good and affordable way to get around the city – especially in spring and summer.

Good to know

- Bicycles must have working lights (white at the front, red at the back) and reflectors – this is a legal requirement in Germany.
- Wearing a helmet is not compulsory in Germany, but it is strongly recommended.
- Bicycles may be taken on the RB54 regional train (outside peak times; a bicycle ticket may be required – please ask the train staff).

- Cycle paths in Germany are often marked with blue signs showing a bicycle – where they exist, cyclists must use them.

Taxi

There are several taxi companies in Menden. Taxis can be booked by phone or via taxi apps. An overview is available online:

Website	www.taxi.de search: Menden
Search engine	Taxi Menden

Useful Apps and Websites for Getting Around

DB Navigator

Plan train journeys & buy tickets

www.bahn.de

MVG Online

Bus timetables in the Märkischer Kreis

www.mvg-aktuell.de

Moovit

Public transport navigation & real-time info

moovitapp.com

Google Maps

Route planning for all modes of transport

maps.google.com

09

Leisure and Community Life

(Freizeit und gesellschaftliches Leben)



Menden offers a wide range of leisure and cultural activities for all ages. Here is an overview of sport, culture and meeting places in your new home town.

Menden Pass

Holders of the Menden Pass receive discounts at many municipal facilities – for example at the indoor pool. It is worth asking the Integration Team about general discounts and special rates.

Sport

Menden has 17 gyms and sports halls, 7 sports fields and numerous sports clubs that welcome people of all ages and backgrounds. The Menden City Sports Federation (Stadtssportverband Menden e. V.) coordinates club activities and promotes sport in the city.

Tip: More information on Menden's sports clubs can be found on the homepage of the City of Menden:
www.menden.de

Indoor and Outdoor Pools

■ Menden Indoor Pool (Mendener Hallenbad)

The Menden indoor pool is in a beautiful spot on the edge of the forest and offers an attractive leisure programme for the whole family:

- 25-metre sports pool with diving facilities
- Warm teaching pool with slide
- Courses for children and adults (e.g. swimming lessons)
- Accessible entrance via lift
- Free parking in front of the pool

Address

Am Hünenköpfchen, 58706 Menden

Phone	02373 12957
Website	www.menden.de

■ Bürgerbad Leitmecke

The Bürgerbad Leitmecke is an outdoor pool in Menden.

Address	Bürgermeister-Rau-Straße 2, 58706 Menden
Phone	02373 64611
Website	www.leitmecke.de

Note: With the Familienpass, children aged 5 and up get a 50 % discount on admission. With the Menden Pass, everyone gets a 25 % discount on admission.

Museums

The City of Menden runs four museums, all free to visit, which bring the history and culture of the region to life.

Industriemuseum Gut Rödinghausen

Industrial museum
Fischkuhle 15, 58710 Menden
Wed & Thu: 9:00 am – 5:00 pm
Sat & Sun: 10:00 am – 6:00 pm
Over 300 years of industrial history, barrier-free, free admission

Stadtmuseum

City museum
Marktplatz 3, 58706 Menden
Wed & Sat: 9:00 am – 12:00 pm
Thu: 9:00 am – 12:00 pm and 3:00 pm – 5:00 pm
City history since the Ice Age, right in the town centre

Schmarotzerhaus

An der Stadtmauer 5, 58706 Menden
1st Saturday of the month: 11:00 am – 12:00 pm
Poorhouse more than 300 years old, built in 1710

Poenigeturm

Turmstraße, 58706 Menden
1st Saturday of the month: 11:00 am – 12:00 pm
Medieval defence tower with an exhibition on the victims of the 1628 witch hunts

Email	museum@menden.de
Phone	02373 903-8770

Music School

The Menden Municipal Music School offers lessons for children, young people and adults in a wide variety of instruments. Early music education courses for young children are also offered.

- Instruments: piano, guitar, flute, trumpet, drums, harp, accordion and many more
- Early music education from age 4
- Regular concerts and performances in the Westflügel concert hall

Address	Untere Promenade 30, 58706 Menden
Phone	02373 903-8755
Email	musikschule@menden.de

City Library

The Dorte-Hilleke City Library Menden has been in modern new premises since May 2026 and offers a wide range of media: books, magazines, CDs, DVDs, console games and digital media.

Address	Unnaer Str. 2-4, 58706 Menden
Phone	02373 903-1600
Email	stadtbuecherei@menden.de

Opening hours

Tuesday to Friday	10:00 am – 6:00 pm
Saturday	10:00 am – 1:00 pm

A library card can be applied for in person or online. It is free for children and young people.

Nature and Hiking

Menden lies in the Sauerland and is surrounded by beautiful nature. Along the Hönnetalstraße, on the banks of the river Hönne and in the forests around the city, there are numerous hiking and cycling routes for every fitness level.

- **Hönnetal:** a popular hiking area with rock cliffs and nature right at the city limits
- **Cycle paths:** Menden is well connected to regional cycle routes (information from the ADFC cycling association).
- **Tip:** The Märkischer Kreis offers a free hiking brochure with suggested routes (available at the Citizens' Office).

Events and City Life

Throughout the year, Menden hosts events, festivals and cultural activities:

KunstFest PASSAGEN

Two-week cultural festival every year in late August at Gut Rödinghausen (concerts, theatre, exhibitions)

Special exhibitions

In the four municipal museums throughout the year

Weekly market (Wochenmarkt)

Regularly in Menden's town centre and in the Platte Heide district

Music school concerts

Regularly in the Westflügel of the music school

Mendener Kindersommer

Every Wednesday during the school holidays, well-known performers visit our city and put on a great programme for children and families from 3 to 4 pm. The events are free.

Pfingstkirmes

This annual funfair takes place throughout the town centre. It begins on the Saturday before Whitsun and ends on the Tuesday with a large fireworks display.

Turmblasen

The traditional brass performance from the tower takes place on Christmas Eve in the square in front of the Old Town Hall.

Kreuztracht

For Good Friday, processions take place every hour from Maundy Thursday at 9 pm until Holy Saturday at 6 am.

Mendener Frühling / Sommer / Herbst / Winter

Annual town-centre festivals in spring, summer, autumn and winter

Current event listings:

www.stadtmarketing-menden.de

10

Institutions and Points of Contact

(Institutionen und Ansprechpartner*innen)



Menden has a lively network of associations, volunteers and institutions that support newcomers in settling in. Here is an overview.

Meeting Places and Volunteering

■ Treff Alt Menden – Meeting Place of Cultures

Treff Alt Menden is a meeting place for people of all nations in the heart of the city. Here, long-standing Menden residents and newcomers come together to get to know each other, practise German and help one another.

Offers

- Open meeting on Fridays from 10:00 am to 12:00 pm (coffee, conversation, exchange)
- Homework help for children and young people
- Support filling out forms and letters
- Accompaniment to public offices and doctor's appointments
- Help with flat-hunting and job applications
- Themed evenings, outings and celebrations

Address	An der Stadtmauer 33, 58706 Menden
Contact	Herbert Bölling: 0174 727 775 7 Gaby Wozniowski: 0175 652 003 6

■ "Lendringsen hilft" Network

The "Lendringsen hilft" (Lendringsen helps) network is especially active in the south of Menden (Lendringsen), supporting refugees and newcomers. It brings together the Protestant and Catholic parishes of Lendringsen, refugee social work, youth work and several associations.

Offers

- Donations of goods and individual support
- Language courses and meeting events
- Support settling into the Lendringsen district

Email	lendringsenhilft@gmail.com
--------------	--

■ Mendener in Not ("Menden residents in need")

This association supports Menden residents who have fallen on hard times, for example due to illness, housing problems or financial difficulties in retirement, as well as families and single parents.

Support in the form of

- donations of goods
- food vouchers
- individual support

Email	info@mendener-in-not.de
Emergency number	0157 53 66 57 42

■ Hönnetreff – Menden Community Centre

The Hönnetreff is Menden's community centre (Bürgerhaus). It was founded and is run by a cooperative of engaged citizens. It serves as a central meeting place for many services, clubs and advisory offers in the town centre.

Address	Neumarkt 3, 58706 Menden
Phone	02373-680078
Website	www.hoennetreff.de

Places of Worship in Menden

Menden has congregations of various faiths. All are open to interested visitors and offer, alongside religious services, social activities and community.

■ Catholic churches

The Catholic parish of Menden is part of the Pastoralverbund Menden and offers, among other things, the Café Vinz as an easy-access meeting place and Caritas for social support.

Pastoralverbund Menden

pv-menden.de

Phone: 02373 2060

SKFM – Catholic Association for Social Services Menden e.V.

www.skfm-menden.de

Phone: 02373 92870

De-Cent-Laden Menden

Affordable groceries for people on a low income

Fröndenberger Str. 38, 58706 Menden

Mon, Wed, Fri: 2:00 pm – 5:00 pm

■ Protestant churches

The Protestant parish of Menden is active in several districts and is strongly engaged in social and intercultural work, including community lunches and the "Lendringen hilft" network.

Evangelische Kirchengemeinde Menden
www.ekmd.de

Ma(h)lzeit community lunch
Bodelschwingh Haus at the Protestant
Heilig-Geist Church
Tue & Fri: 11:00 am – 1:00 pm

**Evangelische Kirchengemeinde
Lendringsen**
Matthias-Claudius-Platz 2, 58710 Menden
Phone: 02373 84203

■ Mosques

Menden has Islamic communities that offer Muslims a place of prayer and community. All are open to visits and questions.

**DITIB Türkisch-Islamische Gemeinde zu
Menden e.V.**
Grimmestraße 4, 58706 Menden
Phone: 02373 18443

Cultural Associations and Migrant Self-Organisations

Many cultural associations in Menden are committed to social cohesion and intercultural exchange. Here is a selection:

■ Alevitischer Kulturverein Menden e.V. (Alevi Cultural Association)

The Alevi Cultural Association offers people of the Alevi faith, and anyone interested, a place for meeting, culture and community.

Address	Holzener Str. 24, 58708 Menden-Bösperde
Phone	02373 177 33 22
Email	Menden.akm@gmx.de

■ Hellenischer Kulturverein Menden und Umgebung e.V. (Hellenic Cultural Association)

The Hellenic Cultural Association stands for tradition, tolerance and diversity. It welcomes anyone who wants to live and experience Greek culture – regardless of origin or nationality.

Website	www.hkv-menden.de
----------------	--

■ DITIB Türkisch-Islamische Gemeinde zu Menden e.V.

The DITIB Turkish-Islamic Cultural Association sees itself as a firm, living part of community life in Menden. Alongside daily prayer times and religious support, the community offers a wide range of cultural encounters, dedicated work with women and young people, and intercultural dialogue projects to promote living together locally.

Address	Grimmestraße 4, 58706 Menden
Email	info@ditib-menden.de
Phone	02373 18443

■ Filia – Working Group for German-Greek Friendship

The Working Group for German-Greek Friendship was founded in Menden in 1991. It brings together people of all nationalities and promotes cultural exchange between the German and the Greek people.

Offers include

- Study trips to Greece
- Music evenings (Rebetiko)
- Readings and cultural events

Website	www.dgf-menden.de
----------------	--

Social Counselling and Support

SKFM Menden

Social counselling, home emergency call system, food assistance, holiday programmes

www.skfm-menden.de

Phone: 02373 92870

Caritas Menden

Parenting and family counselling, early advice for infants

Contact via SKFM or Caritasverband Iserlohn

ASB Menden

First aid, home emergency call system, Voluntary Social Year (FSJ)

www.asb-menden.de

Drogenberatung Menden (DROBS)

Counselling for addiction problems (via the City of Menden)

Phone: 02373 903-0

Diakonie Iserlohn

Refugee counselling in Iserlohn

Phone: 02371 47828 90

Directory of Associations

Menden has a lively club culture with sports clubs, cultural associations, choirs, church groups and much more. More information can be found on the homepage of the City of Menden:

www.menden.de

We are glad you are here!

Published by

Stadt Menden (Sauerland)
Abteilung Schule, Sport, Soziales
Team Integration
Neumarkt 5, 58706 Menden
asyl@menden.de
02373 903 1400
www.menden.de

Concept and design:

Yamina Mekhatria, Integration Officer

As of: October 2026

All information without guarantee.

