
Coronavirus FAQs for new immigrants

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The coronavirus presents each of us with new challenges and questions. In this document Coronavirus FAQs for new immigrants, we have answered some frequently asked questions for you. In our document "Latest coronavirus information", we inform you [here](#) about current measures and changes.

As a new immigrant, you can contact the (youth) migration advisory centres in your town with questions and problems. As a refugee, it is generally advisable to contact the Social Services responsible for you or the integration management in case of any kind of problem. They are still available for you to contact via e-mail, telephone or via WhatsApp. In urgent cases, personal consultations are also offered.

I. Financial issues

I have lost my job. How can I get financial support?

If you lose your job due to the coronavirus pandemic, you will have to submit a new application to the relevant benefits authority. This is either the Benefits Department of the District Administration Office, the Job Centre or the Employment Agency. If you are unsure which office is responsible for you, ask Social Services, Integration Management or your Migration Advisory Centre. The application and the documents you have to submit will differ depending on the authority responsible. The processing department responsible for your application will help you with your questions. While the authorities are closed to customers, you must contact the relevant office by telephone or e-mail, or you can complete the application online:

- **AMI Benefits Department:**
The contact details depend on the responsible processing department. You can send important documents to ami-leistungen@LRAKN.de
- **Job Centre:**
Phone: 07531 36336-0 and hotline for urgent cases: 07531 36336-800;
e-mail: jobcenter-landkreis-konstanz@jobcenter-ge.de;
Homepage: <https://www.jobcenter-kn.de/>

If you have general questions, you can contact the Migration and Integration Officer of the Job Centre: Tanja Günthert

Phone: 07731 - 7974 809;

e-mail: Jobcenter-Landkreis-Konstanz.Migration@jobcenter-ge.de

- **Employment agency:**

Phone: 0800 4 5555-00 and coronavirus special helpline: 07531 585700

Homepage: <https://www.arbeitsagentur.de/>

I can no longer pay my rent/residence fees, what can I do?

You can submit a request for a top-up to the responsible service provider. The assessment will then determine whether you have an entitlement to housing benefit or other additional benefits. Refugees should also contact the Social Services/Integration Management responsible for them so that they can support them in their further efforts.

My asylum application has been approved. How do I change benefits office?

If your application for asylum has been approved and you have received money from the District Administration Office up to now, your benefits office changes and the Job Centre becomes responsible. During the coronavirus pandemic, information is automatically passed on to the Job Centre by the Benefits Department of the District Administration Office of Konstanz. If you have questions about an application that is on file with the Job Centre, please contact the Job Centre using your assigned reference number.

I am receiving bills that I don't understand. Who can I talk to?

Bills that you do not understand can be clarified using the support of Social Services, Integration Management or Migration Counselling with the party that sent you the bill. Contact the customer helpline for clarification or go personally to a branch office in your area.

II. [Medical issues](#)

Can I see a doctor?

Call your doctor in advance and make an appointment. If the appointment or an operation has been planned for several months, call your doctor again beforehand and ask if you can come as planned.

Can I get tested for coronavirus?

You can only get tested if there is a suspicion that you have contracted coronavirus. If you suspect you have become infected, please refer to our document 'What to do in a suspected case' that is available in various languages [here](#). If you live in shared accommodation, please report your suspicion immediately by telephone to the Social Services / Integration Management responsible for you or the local administrative staff. They can then support you by telephone in taking the next steps and put you in touch with offers of help from the District Administration Office, such as telephone conversations with people who can inform you about coronavirus in your native language.

III. Current closures and restrictions

When will the measures be lifted?

The federal and state governments decide on measures to contain the spread of coronavirus. They decide, for example, how long nurseries, schools and educational institutions are closed or open to a limited extent. At present, the rules are changing very frequently. We endeavour to inform you [here](#) about the most important changes as soon as possible.

My language course is currently not taking place. Are there online offers for learning German?

If you want to use the current time to improve your German with the help of online offers, you will find an overview of offers [here](#). Many of these offers are free.

IV. Bureaucratic issues

Are deportations currently taking place?

Deportations are not generally suspended. If there is a travel option, deportations can take place.

Are asylum proceedings still ongoing?

In a multilingual bulletin of 23 March, the Federal Office for Migration and Refugees informs [here](#) that asylum applications can currently be made in the state initial reception centres (LEA). The personal hearings are currently not taking place, but will resume as soon as this is possible. The Federal Office for Migration and Refugees is continuing to process asylum applications that have already been submitted. Notifications are sent by post. Regarding open appointments at the BAMF (Federal Office for Migration and Refugees), please contact the BAMF directly.

Are court hearings taking place?

Not all sessions are currently taking place as planned. If you are waiting for an appointment at the administrative court and want to receive detailed information about your case, your legal adviser can ask the court about the current status. If you do not have a legal adviser, you can contact the relevant office, quoting the file number for your legal proceedings. Both can usually be found in the top right-hand corner of letters you have already received. If no file number has yet been assigned to your case, please contact the office of the administrative court responsible for you and state your name and date of birth. This office you can usually provide you with the file number for your legal proceedings.

What do I have to consider if I move?

If you move, you must register the move with the local residents' registration office (Citizens Advice Bureau/Registration Office) in your new town within two weeks. You can download the necessary form from the Internet. While the authorities are closed

to the public, you can send the document to the local authority by post. The certificate of accommodation is available on the website of your local authority or [here](#).

How do I get a registration certificate?

Please check the homepage (or telephone) of the local authority where you live for their opening hours and appointment rules during the coronavirus outbreak. Some local authorities allow you, under certain conditions, to apply for the registration certificate online.

I would like to renew my ID card, is this possible at present?

There are four different immigration authorities in the district of Konstanz: the City of Konstanz, the City of Singen, the City of Radolfzell and the district's Immigration Office, which is responsible for all other local authorities. Please check with responsible immigration office of the local authority where you live for their opening hours and appointment rules during the coronavirus outbreak.

If the immigration office **of the district** is responsible for you, the following procedure applies:

1. Call the immigration office on 07531 800-1766 or contact the person in charge
2. You will then be asked to send all necessary documents and your original ID card by post to the immigration office. Make sure that you send the document by registered post. You should keep a copy or a photo of your ID so that you can prove your identity. You can also post the document in the letterbox of the District Administration Office at Benediktinerplatz 1 in Konstanz. If you live in one of the district's shared accommodation facilities, the document can be sent by internal mail. Please contact Social Services / Integration Management for this.
3. The new document will also be sent to you by post.

V. Travel, social contacts and shopping abroad

Can I travel to Switzerland?

Border crossings to Switzerland are currently restricted for everyone, including EU citizens and people with a valid blue passport (travel document for refugees). For example, people can travel to Switzerland who live in Germany but work in Switzerland. Shopping trips to Switzerland are currently not permitted.

Can I travel within Germany?

All people should reduce contact with other people to the absolute minimum necessary. However, travel by bus and train within Germany is generally possible. But each federal state has its own coronavirus rules that stipulate all things that are prohibited in that state. Before your trip, find out about the regulations of the federal state you want to travel to. This will save you unnecessary trouble and fines from the police or regulatory authorities.

How many people can I meet up with?

Minimising social contacts is the most effective form of protection against infection with Covid-19. The measures are adapted according to the development of infection rates. We inform you about the current status in our information sheet on coronavirus [here](#).

VI. Working during the coronavirus pandemic

I would like to work as a harvest helper. What are the next steps?

If you would like to help with the harvest, you will find job offers at www.daslandhilft.de. If you need a work permit, you must submit the usual application to your immigration office.

I would like to help other people. How can I do that?

There are many opportunities in the district of Konstanz to volunteer in the current situation. The Südkurier daily newspaper has initiated the platform SK-Verbindet, where offers of help for the whole district can be posted (more information [here](#)).

The platform <https://www.guarantaenehelden.org> also brings together requests for help and offers of help. In the city of Konstanz there is also the Konstanzer Hilfsprojekt in which you can get involved (more information [on Facebook](#)). Many charities are also currently looking for volunteers to support them during the coronavirus crisis. For example, the Malteser aid organisation is looking for volunteers for its shopping service in Konstanz, Singen and Stockach (more information [here](#)).