

## Multilingual telephone consultation

### Do you need support in times of corona?

The novel coronavirus has caused an exceptional situation, which can be unsettling. Domestic isolation can be strenuous and conflicting. We offer telephone support in **different languages**.

- ! Are you or any of your family members experiencing stress because of corona?
- ! Would you like to receive any suggestions for dealing with children?
- ! Would you like to be informed about the current regulations? Would you like to be updated about the regulations of the Immigration Office, the Federal Office for Migration and Refugees, etc.? (However, we cannot make any legally binding statements.)

**...then call us at 0251/1448631**

Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday
Between 9 – 11 am	Between 9 – 11 am	Between 2 – 4 pm	Between 9 – 11 am	Between 9 – 11 pm
<i>Farsi/Dari</i>	<i>Russian</i>	<i>English</i> <i>Turkish, French</i> <i>Portuguese, Spanish</i>	<i>Arabic</i> <i>Tigrinya</i>	<i>Romani, Serbian,</i> <i>Macedonian</i>

### References for further assistance:

- ! In the case of medical complaints, please contact your doctor and make an appointment
- ! Regarding questions on hygienic measures and behavior, please consult the Robert Koch Institute ([https://www.rki.de/DE/Home/homepage\\_node.html](https://www.rki.de/DE/Home/homepage_node.html)) or the municipality of Münster ([www.muenster.de/corona](http://www.muenster.de/corona))
- ! For further concerns and problems, please see the following options:  
**Hotline support (advice and assistance for women):** Tel.: 08000 116 016/ Online consultation: <https://www.hilfetelefon.de/das-hilfetelefon/beratung/online-beratung.html>  
**Crisis line:** Tel.: 0800 / 111 0 111 oder 0800 / 111 0 222
- ! For family problems, stress, conflicts and in difficult situations:  
**Family consultation for inhabitants of Münster.** Anonymous and confidential.  
Tel. 0251-3958896; [familienberatung.ms](http://familienberatung.ms)
- ! Information about the coronavirus: <https://www.stadt-muenster.de/zuwanderung/unsere-handlungsfelder/bildung-und-sprache/mehrsprachige-informationen-zum-coronavirus.html>