

Corona crisis: Overview regarding the support programs and requests in Hannover

Many citizens, organizations, clubs and initiatives assist during the corona crisis. They organize, coordinate and provide help. At the same time, people right now need this help for different reasons. Here, you will find an overview regarding the support programs we currently know of. This list is updated regularly.

Attention: Please note that these are programs and Internet links from third parties. These parties are responsible for the content, therefore we offer this information without any guarantee in regards to their validity. However, the State Capital Hannover and the people responsible for the homepage hannover.de are eager to only publish valid and trustworthy information.

EVERYDAY ASSISTANCE

During this crisis, many citizens in Hannover help each other as best as they can. If you need someone to go grocery shopping for you, to walk your dog or to sew a facemask – please contact the organizations below, whether you need any help or wish to help others.

Help and receive help (citywide)

- **Diakonisches Werk Hannover:** Neighborly help
<https://www.diakonisches-werk-hannover.de/aktuelles-medien/news/news-meldung/in-zeiten-von-corona-hilfe-direkt-nebenan> | hilfe@dw-h.de | phone: 0511 / 3687-108
- **Einkaufshilfe Hannover:** students go (grocery) shopping for you
einkaufshilfe.hannover@gmx.de
- **Freiwilligenzentrum Hannover e. V.:** people willing to help can contact the club via e-mail
www.freiwilligenzentrum-hannover.de/hilfsaktionen-gegen-corona/ | info@fwzh.de
- **gEMiDe e. V.:** shopping aid
phone: 0511 / 897-3540 or 0178 / 826 30 32
- **Hannover hilft:** neighborly help, organized via facebook group
www.facebook.com/groups/759920870715687
- **Nachbarschaftalles:** neighborly help
www.nachbarschaftalles.de/
- **Nachbarschaftshilfe** www.nebenan.de (neighborly help in every city district)
- **Welcome Home** www.welcome-home.de (supporting the local retail sector, digitally enjoying art & culture, and more)

COMPANIES & FREELANCERS

Many companies and freelancers are fighting for their survival. The State Capital and the Region Hannover offer their support in different ways. The federal and the state governments offer support measures, too.

- **State Capital Hannover:** emergency measures for the local economy (10 million euros)
www.hannover.de/Service/Presse-Medien/Landeshauptstadt-Hannover/Aktuelle-Meldungen-und-Veranstaltungen/Sofortprogramm-f%C3%BCr-die-lokale-Wirtschaft-gestartet
- **Wirtschaftsförderung Hannover / hannoverimpuls:** different programs
<https://www.hannover.de/Leben-in-der-Region-Hannover/Gesundheit/Gesundheitsschutz/Coronavirus-in-der-Region-Hannover/Wirtschaftliche-Hilfen>
- **Niedersächsisches Ministerium für Wirtschaft, Arbeit, Verkehr und Digitalisierung:** Information for companies from the Lower Saxon Ministry for Economics, Employment, Traffic and Digitalization
www.mw.niedersachsen.de/startseite/aktuelles/informationen-zu-den-auswirkungen-des-coronavirus-185950.html | mw-corona@mw.niedersachsen.de | phone: 0511 / 120 5757 (Monday to Friday from 8 am to 8 pm)
- **NBank:** fund services
www.nbank.de | beratung@nbank.de | phone: 0511 / 30031-333
- **Bundesagentur für Arbeit:** Information on short-time working allowance (Kurzarbeitergeld)
www.arbeitsagentur.de/news/corona-virus-informationen-fuer-unternehmen-zum-kurzarbeitergeld
<https://www.arbeitsagentur.de/corona-information-migrants>

TELEPHONE COUNSELING & CONSULTANCY

„It feels good to talk – and to know that there is someone who listens to me now.“ But it’s not always possible to have someone around to talk to. There are many over the phone counseling services regarding different topics and in different languages.

Phone counseling and on the phone office hours

- **AWO Region Hannover e. V.:** “sympathetic-ear-telephone”, support especially for senior citizens | phone: 0511 / 219-78123
- **Caritasverband Hannover e. V.:** different support services
www.caritas-hannover.de/service/der-verband/corona-caritas-hannover-erreichbarkeit | 0511 1217334
- **Sozialverband Deutschland**, counseling center Hannover: social law counseling
phone: 0511 / 70148-21 | e-mail: info@sovd-hannover.de

Help and counseling in cases of domestic violence

- **Support phone "violence against women"**
phone: 0800 / 0 116 016
- **Support phone "sexual abuse"**
phone: 0800 / 2 25 55 30
- **Suana:** counseling center for migrant women affected by domestic violence, forced marriage and stalking
phone: 0511 / 12 60 78 14 or 0511- 12 60 78 18 | suana@kargah.de
(counseling in English)

Addiction counseling

- **STEP gGmbH:** alcohol and drug dependency
<https://step-niedersachsen.de/einrichtungen/fam-fachstelle-fuer-alkohol-und-medikamentenabhaengigkeit> | over the phone counseling: 0511 / 700-31090 (Monday to Friday from 9 am to 5 pm)
- **Drobs:** addiction counseling for teenagers
<https://step-niedersachsen.de/einrichtungen/drobs-hannover> | over the phone counseling: 0511 / 701-460 (Monday to Friday from 9 am to 5 pm)
- **Stellwerk:** conversations & syringe packages
<https://step-niedersachsen.de/einrichtungen/stellwerk> | 0511 36739560 | stellwerk@step-niedersachsen.de

Refugees

- **Unterstützterkreis Flüchtlingsunterkünfte Hannover e. V.** Information for refugees, direct help or reference to neighborly help offices
<https://uf-hannover.net/> | unterstuetzterkreis@uf-hannover.de
- **Netzwerk für traumatisierte Flüchtlinge in Niedersachsen e. V.** (network for traumatized refugees, counseling in English) | https://www.ntfn.de/ntfn_important | 0511 / 856 44 510

Children and teenagers

- **Kinderschutz-Zentrum in Hannover:** (over the phone) counseling
phone: 0511 / 374 34 78 (Monday to Thursday from 9 am to 1 am) | <https://www.ksz-hannover.de/startseite/>
- **Nummer gegen Kummer:** (over the phone) counseling
phone: 116 111 (Monday to Saturday from 2 pm to 8 pm) | www.nummergegenkummer.de/

HOMELESS & PEOPLE IN NEED

During these times, homeless and people in need require a lot of support. Even though many support facilities are closed, many initiatives have made alternative aid programs possible.

Warm meals

Daily from 5 pm to 6 pm, freshly cooked meals from the Hannover Congress Centrum are packed and distributed with a bottle of water:

- Construction trailer under the Raschplatz high bridge (Neues Land e.V. and Obdachlosenhilfe Hannover e. V.)
- Daytime shelter, Leibnizufer 13-15 (Caritasverband Hannover e. V.)
- Supervised injection site (Drogenkonsumraum) "Stellwerk", Augustenstraße 10 (Step gGmbH)
- Am Marstall 25 (Die Heilsarmee Hannover (Salvation Army))
- Kulturzentrum Pavillon, Lister Meile 4 (Obdachlosenhilfe Hannover e. V. and Selbsthilfe für Wohnungslose e. V.)

- Emergency night shelter, Alter Flughafen 12 (Obdachlosenhilfe Hannover e. V. and Deutsches Rotes Kreuz)

There are mobile sanitary system units at the aforementioned places.

Food packages

During the week (Monday – Friday), the Gartensaal (restaurant in the New City Hall) prepares food packages with two sandwiches/breadroll sandwiches in the morning:

- Kontaktladen "Mecki", Raschplatz 8C (Diakonisches Werk Hannover gGmbH)
- Supervised injection site "Stellwerk", Augustenstraße 10 (Step gGmbH)
- Construction trailer under the Raschplatz high bridge (Neues Land e.V.)
- Daytime shelter Nordbahnhof, Schulenburger Landstraße 34 (Selbsthilfe für Wohnungslose e. V.)
- Daytime shelter, Leibnizufer 13-15 (Caritasverband Hannover e. V.)
- Szenia daytime shelter for women, Volgersweg 6 (Selbsthilfe für Wohnungslose e. V.)

Nachtisch-Bus (nightstand bus)

The Malteser Hilfsdienst e.V. turned the “winter bus” into a “nightstand bus” and offers free tea, coffee and cake every Thursday

- at 6 pm at the Raschplatz
- at 7:15 pm at Kröpcke

Further aids

- **Bollerwagen Café Hannover:** supplying between 200 to 250 people in shelters and homeless people on the streets (homeless shelter at the Wörthstraße and homeless shelter at the Schulenburger Landstraße)
www.facebook.com/Bollerwagencafehannover/ | bollerwagen.cafe@yahoo.com | phone: 0152 / 017 97 315
- **Caritasverband Hannover e. V.**
www.caritas-hannover.de/hilfe-und-beratung/wohnungslos/tagestreffpunkt/tagestreffpunkt | www.caritas-hannover.de/hilfe-und-beratung/wohnungslos/strassenambulanz/strassenambulanz | sfw@caritas-hannover.de | phone: 0511 / 12600 1044
- **Supervised injection site „Stellwerk“, Step gGmbH:** distribution of consumer items (e. g. syringes) and return place for used items, daily from 10 am to 6 pm
step-niedersachsen.de/einrichtungen | info@step-niedersachsen.de | phone: 0511 / 36 73 95 60
- **Karl-Lemmermann-Haus e. V.:** day apartment, meeting point for people without homes, information & washing facilities to take care of one’s personal hygiene
www.karl-lemmermann-haus.de | info@karl-lemmermann-haus.de | phone: 0511 / 41 02 82 – 0

- **Obdachlosenhilfe Hannover e. V.:** lunch packages for approx. 400 homeless people and people in need at four distribution points
www.facebook.com/Obdachlosenhilfehannover | phone: 0157 / 554 335 09
- **Selbsthilfe für Wohnungslose e. V.:** support programs for homeless people
www.sewo-online.de | info@sewo-online.de
- **Zentrale Beratungsstelle – Wohnungslosenhilfe (central help desk – homeless aid)**
www.diakonisches-werk-hannover.de/ueber-uns/abteilungen-ansprechpartner/zentrale-beratungsstelle-wohnungslosenhilfe | a.wolter@zbs-hannover.de | phone: 0511 / 99 04 00

DONATIONS

During these days, many people desperately need our help. Whether by donating food or making donations in kind – there are many ways to help. Here, you will find a list of institutions, which are always happy to receive your donations.

Food donations for immediate consumption

- **Bahnhofsmision Hannover e. V.**
www.bahnhofsmision-hannover.de | bahnhofsmision.hannover@t-online.de
phone: 0511 / 320-168
- **Caritasverband Hannover e. V.**
www.caritas-hannover.de/hilfe-und-beratung/wohnungslos/tagestreffpunkt/tagestreffpunkt | sfw@caritas-hannover.de |
phone: 0511 / 12600-1044
- **Homeless Care – Samten Dargye Ling e. V.**
www.samtendargyeling.de/homeless-care-projekt.html | info@samtendargyeling.de |
phone: 0511 / 569 00 30 oder 0176 / 969 720 23
- **Kontaktladen "Mecki" – Diakonisches Werk Hannover gGmbH**
www.diakonisches-werk-hannover.de | klmecki@zbs-hannover.de | phone: 0511 /
348 02 64
- **Malteser Hilfsdienst e.V. – Kältebus ("winter bus")**
www.malteser-hannover.de | Kaeltebus.Hannover@malteser.org | phone: 0511 /
959 86 34
- **Neues Land e. V.**
www.neuesland.de | R.Grammlich@neuesland.de | phone: 0511 / 999-2699 or 0179
/ 116 51 85 (Hr. Grammlich) or 0176 / 700 745 45 (Hr. Fitz)

Food donations of any kind

- **Betreutes Wohnen Substituierter e. V.**
selbsthilfegruppewarstr.jimdofree.com | betreutes-wohnen-substituierter@web.de |
phone: 0511 / 709 863
- **Bollerwagen Café Hannover e. V.**
www.bollerwagen-cafe.de | sandra.lueke@yahoo.de |

phone: 0152 / 017 973 15

- **Die Heilsarmee Hannover (Salvation Army)**
www.heilsarmee.de | christine.tursi@heilsarmee.de |
phone: 0163 / 868 76 57
- **Fachstelle für Sucht und Suchtprävention Drogenberatung Lehrte e. V.**
www.drobel.de | kruse.drobel@htp-tel.de |
phone: 05132 / 825 629
- **Kompass – Diakonisches Werk Hannover gGmbH**
www.diakonisches-werk-hannover.de | kompass@zbs-hannover.de | phone: 0511 /
388 77 020
- **Nordbahnhof Tagesaufenthalt – SeWo e. V.**
www.sewo-online.de | nothilfe@sewo-online.de |
phone: 0151 / 535 692 78
- **Obdachlosenhilfe Hannover e. V.**
www.obdachlosenhilfe.org | info@obdachlosenhilfe.org |
phone: 0157 / 554 335 09
- **Obdachlosenunterkunft – Living Quarter GmbH**
www.livingquarter.de | podbielski@livingquarter.de |
phone: 0511 / 908 862 29 (Fr. Merk) or 0511 / 908 862 28 (office of the social
workers)
- **SIDA e. V.**
sida-hannover.de | susan.schuettauf@sida-hannover.de |
phone: 0511 / 664 630

GENERAL INFORMATION & AVAILABILITY

Here, you will find current and valid information regarding the coronavirus and the COVID-19 disease as well as the most important facilities of the State Lower Saxony and the Region Hannover.

Health topics

- **Robert-Koch-Institut:** Information for the professional public
www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/nCoV.html
- **infektionsschutz.de** (Federal Office for Health Education – Bundeszentrale für gesundheitliche Aufklärung) www.infektionsschutz.de/coronavirus/

Facilities of the State Lower Saxony and the Region Hannover

- **Niedersächsische Landesregierung**
Hotline: 0511 / 120-6000 (Monday to Friday from 8 am to 10 pm) |
gehoerloseninfo.corona@ms.niedersachsen.de
- **Niedersächsisches Ministerium für Soziales, Gesundheit und Gleichstellung
gemeinsam mit der AOK (Lower Saxon Ministry for Social Affairs, Health and
Gender Equality in cooperation with the AOK)**
Hotline: 0511 / 4505 555 (Monday to Friday from 9 am to 6 pm)
- **Niedersächsisches Ministerium für Ernährung, Landwirtschaft und
Verbraucherschutz (Lower Saxon Ministry for Food, Agriculture and Consumer
Protection)**

Hotline: 0511 / 120 2000 (Monday to Friday from 9 am to 5 pm) |
corona@ml.niedersachsen.de

- **Niedersächsisches Ministerium für Wirtschaft, Arbeit, Verkehr und Digitalisierung (Lower Saxon Ministry for Economics, Employment, Traffic and Digitalization)**

Hotline: 0511 / 120 5757 (Monday to Friday from 8 am to 8 pm)

- **Region Hannover**

citizen phone: 0800 / 731 31 31 (daily from 8 am to 6 pm)

[General information in different languages](#)

- **Die Beauftragte der Bundesregierung für Migration, Flüchtlinge und Integration (Federal Government Commissioner for Migration, Refugees, and Integration)**
www.integrationsbeauftragte.de/ib-de/amt-und-person/informationen-zum-coronavirus
- **Ethno-Medizinisches Zentrum e. V.**
www.mimi-bestellportal.de/corona-information/

[Availability of bureaus and administrative offices](#)

- **State Capital Hannover:** availability of departments
www.hannover.de/Leben-in-der-Region-Hannover/Gesundheit/Gesundheitsschutz/Coronavirus-in-der-Region-Hannover/Meldungen-zum-Coronavirus/Erreichbarkeit-von-st%C3%A4dtischen-Dienststellen
- **Region Hannover:** administration availability
www.hannover.de/Leben-in-der-Region-Hannover/Gesundheit/Gesundheitsschutz/Coronavirus-in-der-Region-Hannover/Meldungen-zum-Coronavirus/Erreichbarkeit-der-Regionsverwaltung