



einander.MAnifest
Mannheimer Bündnis
für ein Zusammenleben
in Vielfalt

Violence has many faces –

Support services in Mannheim



ZONTA
CLUB
MANNHEIM
MEMBER OF ZONTA INTERNATIONAL
EMPOWERING WOMEN
THROUGH SERVICE & ADVOCACY



Mannheimer
Frauenhaus e.V.

Mannheimer 
Abendakademie



Foreword

Gemeinsam gegen Gewalt (Together against violence)

Violence is a form of power that is used against the will of a person. The use of violence against a person is thus always an attack on his or her personality and the inviolability of his or her dignity. The “inviolable and inalienable human rights” form the basis of our community and are enshrined as the supreme principle of our Constitution in Article 1. And it is the declared task of the state to guarantee this constitutional mandate. That is why in Germany the individual renunciation of violence applies: According to Article 20 of our constitution, “all state power emanates from the people”. This so-called monopoly of the use of force is transferred to the state authorities and is bound by law. This means that only the state has the right to use force, but is strictly bound by law in its use of force.

Nevertheless, the experience of violence is part of the bitter reality of life for many, yes - for too many people in our society every day. Regardless of whether the violence is expressed through verbal abuse, the mere threat of violence or the physical, sexualised or psychological use of violence, each of these forms of violence damages the integrity of the personality of its victims and constitutes a disregard for and degradation of a person's dignity, self-determination and freedom. And this violence leaves traces of injury in the psyche and soul of the victims: A sense of powerlessness and shame, but also the loss of security and social trust and the shattering of self-esteem are the effects of violence experienced against one's own person.

It is therefore all the more important that victims of violence have the opportunity to talk about their suffering and the injustice they



have experienced and to be able to defend themselves. Support services are indispensable to support and strengthen those affected so they can overcome their defencelessness and their passive role of toleration and take on an active role of self-assertion and resistance.

This brochure provides an overview of local organisations that offer such trustworthy support to victims of violence. It is also a guide to preventive services that educate, inform and qualify people on the subject of violence and its mechanisms, but also on effective countermeasures.

The idea and implementation of this compilation came about through the cooperation of partner institutions of the Mannheimer Bündnis für ein Zusammenleben in Vielfalt (see www.einander-MAnifest.de): Together with the Mannheimer Abendakademie and Volkshochschule GmbH and the ZONTA Club Mannheim e. V., the Mannheimer Frauenhaus e. V. launched the initiative for an alliance of partners in order to raise public awareness of the issue of violence and to strengthen social awareness and resistance to violence. Entirely in line with the *Mannheimer Erklärung für das Zusammenleben in Vielfalt (Mannheim Declaration for Living Together in Diversity)*, the three aforementioned alliance partners are offering a network for interested and already committed institutions in order to counter the various forms of violence through a coordinated interaction of the different offers, the mutual exchange of experiences and perspectives and the implementation of measures and cooperative ventures.



This guide is a first, impressive result of this networking effort. We would therefore like to thank the organisations mentioned and especially the people responsible for this valuable product - namely Nazan Kapan, Tina Becker (Mannheimer Frauenhaus e. V.), Gabriele Smith, Birgit Himmelsbach (ZONTA Club Mannheim e. V.) and Mathias Ludwig (Mannheimer Abendakademie und Volkshochschule GmbH) - for their commitment. Thanks are also due to the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, which financially supported this networking effort and the printing of the brochure through its funding within the framework of the programme "Demokratie leben!".

We would also like to thank all the institutions that present their services in this guide, which is also available in other languages. We hope that this will provide helpful information and easier access for many of those affected.

We hope that the network of committed institutions against violence will continue to grow and that the ideal of living together without violence will become more and more a reality in our city.

Claus Preißler

***Beauftragter für Integration und Migration der Stadt Mannheim,
Bündniskoordinierungsstelle***

***Commissioner for Integration and Migration of the City
of Mannheim, Alliance Coordination Office***



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antidiskriminierungsbüro mannheim e. V.

Registered Offices	Alphornstraße 2a, 68169 Mannheim
Opening hours/ Consultation hours	General Office hours: Mondays and Tuesdays 09:00 - 12:00 Thursdays and Fridays 09:00 - 12:00 Telephone consulting hours: Tuesdays 11:00 - 12:00 Thursdays 18:00 - 19:00 Fridays 09:00 - 10:00 By appointment only
Which forms of violence are part of the service?	Structural violence e.g. due to racialisation or discrimination Psychological violence e.g. threats
Services in the context of violence	Personal, (individual) telephone counselling and counselling via video conference
Further topics/ focal points	Awareness-raising measures/workshops, public relations, (cooperative) events, coordination of the "Antidiscrimination Mannheim" network



antidiskriminierungsbüro
mannheim e.v.

Target Group	People who are affected by discrimination
Access to Service by	Telephone: 0621-43689056 Email: info@adb-mannheim.de Internet: https://adb-mannheim.de/ https://www.facebook.com/antidiskriminierungsbuero-mannheim-743841295799587/ Instagram: adbmannheim
Outreach work?	partly yes
Service available in which languages?	German, English, French, Turkish others if needed
Accessibility through	Barrier-free and ground-level rooms, wheelchair-accessible toilets, lift, flyers and homepage in easy language, use of sign language or speech-to-text interpreters or through offers for blind visitors, such as the design of an audio version for an exhibition.
Also important	Counselling is free of charge anonymous on request

Violence against Women and Prostitution Office – Democracy and Strategy Department – City of Mannheim

Registered Offices	Rathaus E 5, 68159 Mannheim
Opening hours/ Consultation hours	Office hours: Mondays - Fridays 09:00 - 12:00
Which forms of violence are part of the service?	All forms of violence and threats of violence, especially against women and girls: Domestic and partner violence, violence in the social environment, forced marriage, human trafficking, forced prostitution and exploitation, sexualised violence in public spaces, stalking, sexual harassment at the workplace, promotion of work with perpetrators.
Services in the context of violence	Counselling, referral counselling sexual harassment in the workplace (internal): lead resolution centre, counselling Initial contact point for victims of violence with subsequent referral to specialised agencies
Further topics/ focal points	Counselling, representation of interests, networking, specialist events, further training for students and interested parties. Lecturing activities. Further training for trainees and administrative staff.
Target Group	Citizens of the City of Mannheim and the administrative staff

Access to Service by

Telephone: 0621-2939575
Fax: 0621-2939576
Email: eva.schaab@mannheim.de
Internet:
<https://www.mannheim.de/de/service-bieten/frauen-gleichstellung/anlaufstellen/gewalt>

Outreach work?

no

Service available in which languages?

German, English, Persian, Pashto, Polish, French, simple communication in Spanish and Turkish possible.
In emergencies: possibly interpreter

Accessibility through

Homepage in easy language, barrier-free entrance, lift, toilet and offices

Also important

Our work is more strategic and structural in nature. We work for the implementation of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention). In addition, we are the contact point for all relevant municipal departments as well as for politics and administration.

Commissioner for the Concerns of People with Disabilities – Democracy and Strategy
Department – City of Mannheim

Registered Offices	Rathaus E 5, 68159 Mannheim
Opening hours/ Consultation hours	Please make an appointment if you would like to have a personal conversation
Which forms of violence are part of the service?	Institutional violence - Discrimination Structural violence - Neglect
Services in the context of violence	Contact point with subsequent referral to specialised agencies
Further topics/ focal points	Counselling, representation of interests, networking
Target Group	People with disabilities

**Access to
Service by**

Telephone: 0621-2932005
Fax: 0621-293472005
Email: ursula.frenz@mannheim.de
Internet:
www.mannheim.de/behindertenbeauftragte

Outreach work?

yes, if needed

**Service available in
which languages?**

German, English and French
(basic knowledge, interpreters or
a mobile hearing aid can be made
available, if necessary)

**Accessibility
through**

Homepage in easy language
www.mannheim.de/leichtesprache
The town hall is barrier-free. A barrier-free
toilet is accessible on the ground floor.

BeKo Rhein Neckar – Counselling and Coordination Centre for Psychosocial Emergency Care Rhine Neckar

Registered Offices	AWO Heidelberg, Adlerstraße 1/5, 69123 Heidelberg
Opening hours/ Consultation hours	Telephone hours: Mondays 10:00 - 13:00 Tuesdays and Thursdays 14:00 - 17:00 Fridays 10:00 - 13:00 Outside office hours, a callback request can be left on the answering machine
Which forms of violence are part of the service?	BeKo RheinNeckar offers support after highly stressful events. It is a contact point for all forms of violence. If necessary, referrals are made to specialised centres in the region.
Services in the context of violence	Psychological counselling, information and referral by telephone for different target groups. In exceptional cases also face-to- face counselling.
Further topics/ focal points	BeKo RheinNeckar offers support after highly stressful events (crime, deaths, accidents, etc.). It is part of the Psychosocial Emergency Care (PSNV). Its work focuses on the time window from days to weeks after a highly stressful event.

Target Group	Counselling for those directly and indirectly affected (partners, friends , family members, eyewitnesses, colleagues, first responders, etc.) as well as for professionals and emergency personnel.
Access to Service by	Referrals through the police, other counselling centres, PSNVAkut teams, etc. Those affected can also contact the police themselves. Telephone: 06221-7392116 Email: mail@beko-rn.de Internet: www.beko-rn.de
Outreach work?	no
Service available in which languages?	German
Accessibility through	Wheelchair-accessible premises
Also important	Counselling is free of charge and anonymous on request

Counselling Centre Amalie

Registered Offices	Draisstraße 1, 68169 Mannheim
Opening hours/ Consultation hours	Appointments possible Mondays - Thursdays 08:00 - 17:00 Fridays 08:00 - 15:00 In emergencies also outside these hours Open hour/women's café: Wednesdays 16:00 - 18:00
Which forms of violence are part of the service?	Physical violence, psychological violence – economic violence, sexualised violence, structural violence
Services in the context of violence	Individual counselling - in all life situations, during pregnancy, legal counselling, support in leaving prostitution, help with job search, authorities and visits to the doctor; accompaniment; online counselling; street work.
Further topics/ focal points	Free doctor's consultation, women's café, outpatient care in a drop-out flat
Target Group	Women in prostitution and women who have dropped out of prostitution

Access to Service by

Telephone: 0621-46299530
 Fax: 0621-97861954
 Email: info@amalie-mannheim.de
 Internet:
www.amalie-mannheim.de
<https://www.facebook.com/Amalie-Beratungsstelle-f%C3%BCr-Frauen-in-der-Prostitution-465514633551608/>
<https://www.instagram.com/beratungsstelleamalie/>
 in person; notices in apartments used for prostitution, referrals from other establishments

Outreach work?

yes

Service available in which languages?

German, English, Spanish, Turkish, Russian, other languages can be covered by interpreters, mobile phones and laptops are also available for translations.

Accessibility through

Flyers in easy language and different languages, information is listed in simple sentences and supported by pictures, barrier-free premises can also be rented, barrier-free work through outreach work

Also important

Counselling is free of charge

District Association for Social Administration of Justice

Registered Offices	U 4, 30, 68161 Mannheim
Opening hours/ Consultation hours	Mondays - Fridays 08:30 - 16:30 By appointment only
Which forms of violence are part of the service?	Physical violence / criminally relevant bodily injuries, psychological violence - stalking, coercion, threats, insults
Services in the context of violence	General counselling, individual counselling, victim-offender mediation, group/family counselling, StopStalking
Further topics/ focal points	Assisted living (after imprisonment), group services in prison, follow-up care project, parent-child project, placement in community service (community service hours)
Target Group	Delinquent adults, juveniles and adolescents

**Access to
Service by**

Telephone: 0621-20917 (administration),
0621-1567354 (management)
Fax: 0621-15699322
Email: info@bezirksverein-mannheim.de
Internet:
<https://www.bezirksverein-mannheim.de>
Personal contact
Flyer (also available via homepage)

Outreach work?

partly yes

**Service available in
which languages?**

German, English, some information
available in Turkish, possibility to call
in (cultural) interpreter or translator

**Accessibility
through**

Not barrier-free because the facility
is located in a listed building

Also important

Counselling is free of charge, the need for
counselling and the appropriate specialist
services can be clarified in advance by
telephone or email.

Marriage, Family and Life Counselling Centre Mannheim

Registered Offices	D6, 9-11, 68159 Mannheim
Opening hours/ Consultation hours	Secretary's Office: Mondays - Fridays 09:00 - 16:00 Thursdays 09:00 - 17:30 and/or answering machine Appointments necessary Callback is anonymous
Which forms of violence are part of the service?	Physical violence, psychological violence - Mental violence, sexualised violence
Services in the context of violence	Counselling for couples, individuals and men, systemic constellations, referral to other agencies/specialist centres if necessary, violence prevention
Further topics/ focal points	Couple and individual counselling, men's counselling, systemic constellations, referral to other agencies/specialist centres if necessary, violence prevention
Target Group	Adults, couples, families



**Access to
Service by**

Telephone: 0621-155333
Fax: 0621-13778
Email: info@eheberatung-mannheim.de
Internet: www.eheberatung-mannheim.de
Forms of counselling:
Face-to-face counselling as well as
counselling by phone, video, mail and chat

Outreach work?

no

**Service available in
which languages?**

German, English, Italian, Spanish

**Accessibility
through**

Lift, wheelchair-accessible toilet

Also important

The first counselling session is free of charge. For further counselling sessions we ask for a contribution towards the costs. This is income-based and, as a rule, is set at two percent of your net income per session. In exceptional cases, this rule can be waived; the costs should not be an obstacle to counselling. Please discuss your financial arrangements with your counsellor.

Centre for Prevention and Social Learning – Youth Services – Youth Welfare and Health Department – City of Mannheim

Registered Offices	D7, 2 a- 4, Room 6, 68159 Mannheim
Opening hours/ Consultation hours	Mondays - Thursdays 09:00 - 15:00
Which forms of violence are part of the service?	Social learning prevention programmes for children and young people in Mannheim schools and in youth work (verbal, physical and psychological violence, exclusion)
Services in the context of violence	Arrangement, initiation and coordination of offers and projects Training, workshops, offers for and with multipliers
Further topics/ focal points	Coordination of the network “PräventiVernetzt in Mannheim”
Target Group	Mannheim children and young people, Multipliers

Access to Service by

Telephone: 0621-2933597
Email: 58.praevention@mannheim.de
Internet:
<http://kinderundjugendbildung.majo.de/soziales-lernen/>

Outreach work?

yes

Service available in which languages?

German

Accessibility through

Barrier-free premises,
wheelchair-accessible toilet

Also important

Schools and youth work are central settings that offer children and young people the opportunity to interact in heterogeneous groups. Strengthening personalities and social skills is becoming increasingly important as the basis for successfully shaping life and coping with it.

Fanprojekt Mannheim im Sportkreis Mannheim e. V.

Registered Offices

Office: Merowingerstraße 15,
68259 Mannheim
Drop-in centre: Carl-Benz-Stadion,
Theodor-Heuss-Anlage 20,
68165 Mannheim

Opening hours/ Consultation hours

Office: by appointment
Contact point: on match days

Which forms of violence are part of the service?

Physical violence, structural violence –
Discrimination, social discrimination

Services in the context of violence

Prevention and education workshops on violence and right-wing extremism in football, racism and hate speech on the internet. On match days, often “interpreter”/ mediator between fans and law enforcement officers to defuse emerging conflicts

Further topics/ focal points

Conflicts with institutions, creating/ providing access to social services, counselling the target group
We are mainly approached by fans about stadium bans. However, fans can turn to us for help with any problems they may have, and we will refer them to specialist agencies if necessary and accompany them, if desired. U18 away trips with overnight stay and social programme, recreational activities



Target Group	Juvenile and young adult fans of SV Waldhof Mannheim aged 14 to 27
Access to Service by	Telephone: 0176-56859384, 0621-72493454, 0176-56859386, 0176-45631089 Email: balbach@sportkreis-ma.de, willig@sportkreis-ma.de, dornbusch@sportkreis-ma.de Internet: https://www.sportkreis-ma.de/fanprojekt/ https://www.facebook.com/ FanprojektMannheim/ Outreach through match day accompaniment in person at the drop-in centre
Outreach work?	yes
Service available in which languages?	German, English, possibility to use translation apps
Accessibility through	Office is accessible for the disabled
Also important	Counselling is free of charge

Women's Information Centre (FIZ) of the Mannheimer Frauenhaus e. V.

Registered Offices	Eichendorffstraße 66-68, 68167 Mannheim
Opening hours/ Consultation hours	Mondays, Tuesdays, Thursdays, Fridays 09:00 - 12:00 Wednesdays 16:00 - 18:00 Outside office hours, a message can be left on the answering machine. By appointment only
Which forms of violence are part of the service?	Domestic violence, physical violence, psychological violence, stalking, sexualised violence, digital violence
Services in the context of violence	Individual counselling (by telephone/ in person), group services, specialist counselling, counselling for relatives/ friends, accompaniment to sensitive appointments, raising awareness through public relations
Further topics/ focal points	Separations/divorces, financing livelihoods after divorces, career prospects, refusal of housing / expulsions / Protection against Violence Act, counselling for women who are considering a stay in a women's shelter or in a shelter / services for women with a refugee background



Target Group	Women 18 years and older
Access to Service by	Telephone: 0621-379790 Fax: 0621-3393314 Email: fraueninformationszentrum@t-online.de Internet: www.frauenhaus-fiz.de in person
Outreach work?	no
Service available in which languages?	German, English, Turkish on site, in addition, in exceptional cases there is the possibility of using an interpreting service via telephone conference
Accessibility through	Presentation of the homepage in sign language, several foreign languages and easy language, The counselling centre is located on the ground floor of the building
Also important	Counselling is free of charge, confidential, anonymous

Gesundheitstreffpunkt Mannheim

Registered Offices	Max-Joseph-Straße 1, 68167 Mannheim
Opening hours/ Consultation hours	Consultation by phone: Mondays 09:00 - 12:00 Wednesdays 16:00 - 19:00 Thursdays 09:00 - 12:00 In-Person Consultation: Tuesdays 10:00 - 12:00 Wednesdays 17:00 - 19:00 or by appointment
Which forms of violence are part of the service?	Psychological or physical violence
Services in the context of violence	Referrals are made to other (specialised) services. In case of enquiries, we also clarify the establishment of a self-help group by those affected and support the founding of a new one. There are currently various self-help groups, e.g. on post-traumatic stress disorders as well as violence and sexual abuse in childhood



Further topics/ focal points	Self-help groups Patient counselling
Target Group	Young adults and adults, people with chronic or mental illnesses or with social issues
Access to Service by	Telephone: 0621-3391818 Email: gesundheitstreffpunkt-mannheim@t-online.de Internet: www.gesundheitstreffpunkt-mannheim.de in person
Outreach work?	no
Service available in which languages?	German, Turkish
Accessibility through	Our rooms are barrier-free thanks to a ramp in the courtyard and a lift, and there is a wheelchair-accessible toilet. On our homepage you will find further information on self-help and self-help groups in simple language.
Also important	We support the voluntary work of 240 self-help groups currently active in Mannheim.

Violence Outpatient Clinic at Heidelberg University Hospital

Registered Offices	Voßstraße 2, 69115 Heidelberg
Opening hours/ Consultation hours	The outpatient clinic is available 24/7. Examinations are possible at any time. An appointment by phone is necessary in any case.
Which forms of violence are part of the service?	All forms of physical and sexual violence, including child abuse and maltreatment
Services in the context of violence	Confidential forensic medical examination independent of process and documentation of injuries that can be used in court, securing of evidence on the body and clothing, expert opinion, further examinations, e.g. mixed toxicological analyses, forensic radiological examinations.
Further topics/ focal points	On request, information on suitable counselling centres and referral to corresponding services (e.g. further medical care, contact to victim support centres and legal advice centres) Telephone counselling on clinical forensic issues especially for doctors

Target Group	Victims of violence of all ages, genders and nationalities
Access to Service by	Telephone: 0152-54648393
Outreach work?	partly
Service available in which languages?	German, English
Accessibility through	Unfortunately no barrier-free access yet
Also important	Website: www.klinikum.uni-heidelberg.de/rechts-und-verkehrsmedizin/leistungsspektrum/medizin/gewaltambulanz Instagram and Facebook: @gewaltambulanzheidelberg

House of Juvenile Justice

Registered Offices Heinrich-Lanz-Str. 38, 68165 Mannheim

**Opening hours/
Consultation hours** **Office hours and by appointment legal
advice regarding all legal concerns:**
Wednesdays
15:00 - 17:00
Victim-offender mediation:
Tuesdays and Thursdays
14:00 - 17:00

**Which forms of
violence are part
of the service?** all

**Services in the
context of violence** Legal counselling by the Mannheim Bar
Association in all legal matters
Victim-offender mediation by the District
Association for Social Administration of
Justice
Individual counselling by the youth welfare
service in criminal proceedings (by phone
and in person)



Further topics/ focal points	Counselling, accompaniment and support by the youth welfare service in criminal proceedings for criminal offences
Target Group	Children, youths, young adults (up to 21 years)
Access to Service by	Telephone: 0621-2933619 info@hdjr-mannheim.de Internet: www.hdj-r-mannheim.de https://www.facebook.com/ HausdesJugendrechts https://www.instagram.com/ hdjr.mannheim
Outreach work?	On a case-by-case basis if needed
Service available in which languages?	Interviews can be conducted with interpreters (if needed)
Accessibility through	Consultation rooms and offices are barrier-free

Heckertstift Women's and Children's Shelter, Caritasverband Mannheim e.V.

Registered Offices	Mannheim
Opening hours/ Consultation hours	Mondays - Thursdays 08:00 - 17:00 Fridays 08:00 - 16:00
Which forms of violence are part of the service?	Domestic violence, physical violence, psychological violence, stalking, digital violence, (threatened) forced marriage
Services in the context of violence	Individual counselling (by telephone/in person), specialist counselling, counselling for relatives/friends, public relations and prevention work, further training for volunteers and full-time staff
Further topics/ focal points	Separation/divorce, information on custody and access rights, financing livelihood after divorce, career prospects, housing ban / expulsion / Protection against Violence Act, Counselling for women considering a stay in a women's shelter

Target Group	Women 18 years and older
Access to Service by	Postfach 101455, 68014 Mannheim Telephone: 0621-411068 or free call at 0800 100 8121 Fax: 0621-411069 Email: heckertstift@caritas-mannheim.de
Outreach work?	In individual cases
Service available in which languages?	German, English, French, Italian, Albanian, Turkish
Accessibility through	Admission of affected people after individual consultation
Also important	Also counselling after police intervention

Mannheim Women's Shelter of the Mannheimer Frauenhaus e. V.

Registered Offices	Mannheim
Opening hours/ Consultation hours	Consultation by phone: Mondays - Thursdays 09:00 - 15:00 Fridays 09:00 - 12:00 On-call service: Mondays - Fridays 20:00 - 06:00 Saturdays, Sundays, Statutory Holidays 20:00 - 12:00
Which forms of violence are part of the service?	Physical violence, psychological violence, stalking, sexualised violence, structural violence
Services in the context of violence	On request, only telephone counselling. As soon as the woman lives in the house: personal individual counselling, group offers, accompaniment to sensitive appointments, child care.
Further topics/ focal points	Systemic work, trauma counselling, Counselling on the financial situation, raising children, legal situation, finding accommodation, etc., awareness-raising, public relations work
Target Group	Women aged 18 and over with their children



Access to Service by

Postfach 121348, 68064 Mannheim
Telephone: 0621-744242
Fax: 0621-744243
Email:
fachbereich-frauen@frauenhaus-fiz.de
Internet: <https://www.frauenhaus-fiz.de/frauenhaus.html>
Through counselling centres, institutions, the police, friends, acquaintances, flyers ...

Outreach work?

no

Service available in which languages?

German, English, Finnish, Turkish
All other languages are possible with the help of interpreters and/or technical aids

Accessibility through

Easy language on homepage and flyer, Braille flyer, sign language video on homepage, sign language brochure, a barrier-free flat in the women's shelter (wheelchair accessible)

Also important

Raising society's awareness of the issue of domestic violence through targeted public relations work

Media Education Mannheim – Media Competence for Children, Young People and Multipliers – Youth Welfare and Health Department – City of Mannheim

Registered Offices	D 7, 2a-4, Room 11, 68159 Mannheim
Opening hours/ Consultation hours	Mondays - Fridays 09:00 - 15:00
Which forms of violence are part of the service?	Digital violence
Services in the context of violence	Projects, counselling, parents' evenings, work with multipliers, training and workshops
Further topics/ focal points	Youth media protection, Creative media projects
Target Group	Children and young people

Access to Service by	Telephone: 0621-2933599 Email: juergen.held@mannheim.de Internet: https://medienbildung.majo.de/
Outreach work?	Projects, training, counselling & media education in schools and institutions
Service available in which languages?	German
Accessibility through	Barrier-free premises, wheelchair-accessible toilet
Also important	The aim of all offers is to impart social media competence and to promote responsible use of the media in all its facets

Mother Hood e. V.

Registered Offices	Villenstraße 6, 53129 Bonn
Opening hours/ Consultation hours	Mondays, Wednesdays and Thursdays 09:00 - 14:30 Help hotline: Wednesdays 12:00 - 14:00 Thursdays 19:00 - 21:00
Which forms of violence are part of the service?	Physical violence - violence during pregnancy and birth (restraint, painful vaginal examinations, medical interventions) psychological violence - insults, not being taken seriously
Services in the context of violence	Help line, counselling, information about rights during pregnancy and birth
Further topics/ focal points	External representation of the interests of those affected; press and public relations work; participation in round tables, conferences, panel discussions, lectures, (specialist) conferences, studies, working groups and committees; information on current topics and publication of statements
Target Group	Parents in general, women in particular

Access to Service by	<p>Help line: 0228-24048632 Email: info@mother-hood.de Internet: https://www.mother-hood.de https://www.mother-hood.de/aktuelles/stellungnahmen.html https://www.facebook.com/motherhoodev/ https://www.instagram.com/mother_hood_ev/?hl=de https://twitter.com/verein_mh?lang=de https://hilfetelefon-schwierige-geburt.de/ Help line: 0228-92959970</p>
Outreach work?	no
Service available in which languages?	German, English
Accessibility through	Unfortunately no barrier-free access yet
Also important	<p>Raising awareness in society on the subject of structural problems / Violence in obstetrics The help line after a difficult birth is anonymous and confidential. The counsellors are trained therapists / experts and have experience with difficult births</p>

Network “PräventiVernetzt in Mannheim”

Registered Offices	D7, 2a – 4, 68159 Mannheim c/o Jugendförderung
Opening hours/ Consultation hours	Meetings approx. twice a year/ Working meetings by arrangement
Which forms of violence are part of the service?	Physical, psychological, sexualised and structural violence - discrimination, extremism, addiction, digital violence
Services in the context of violence	Exchange of knowledge and experience Joint events and projects
Further topics/ focal points	Developing demand-oriented prevention offers on the topic of social learning. Establishing and strengthening prevention work as an extracurricular educational offer.
Target Group	Non-profit prevention providers on the subject of social learning for children and young people.

Access to Service by	Centre for Prevention and Social Learning Telephone: 0621-2933597 58.praevention@mannheim.de Homepage is under construction
Outreach work?	no
Service available in which languages?	German
Accessibility through	Depending on venue
Also important	The various projects and offers of "PräventiVernetzt in Mannheim" can be requested by poster and digitally from the above contact point

Open Door Mannheim – Life Counselling

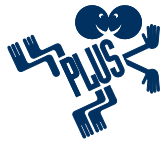
Registered Offices	F 2, 6 (4. OG), 68159 Mannheim
Opening hours/ Consultation hours	Mondays, Tuesdays and Thursdays 09:00 - 12:00 14:00 - 17:00 Wednesdays 14:00 - 17:00 Fridays 09:00 - 12:00 By appointment
Which forms of violence are part of the service?	all
Services in the context of violence	Counselling on all forms of violence and on conflicts in the partnership, referrals
Further topics/ focal points	Psychological, social and pastoral counselling and support



Target Group	all
Access to Service by	Telephone: 0621-16066 Email: mannheim@offene-tuer.net Internet: www.offene-tuer-mannheim.org
Outreach work?	no
Service available in which languages?	German
Accessibility through	Barrier-free premises possible by prior arrangement, otherwise access to the premises via one step, wheelchair-accessible toilet, lift.
Also important	Discreet, anonymous on request, free of charge

PLUS. Psychologische Lesben- und Schwulenberatung Rhein-Neckar e. V. – Support and Counselling Services on the Diversity of Sexual Orientation and Gender

Registered Offices	Max-Joseph-Straße 1, 68167 Mannheim
Opening hours/ Consultation hours	Tuesdays 16:00 - 18:00 Thursdays 09:00 - 11:00 By appointment
Which forms of violence are part of the service?	Physical violence - physical assaults, violence in partnerships, structural violence, discrimination
Services in the context of violence	Counselling for individuals and couples in cooperation with Gesundheitstreffpunkt, support in founding self-help groups, information events, lectures.
Further topics/ focal points	Counselling & support for refugee LGBTQ people, sexual health, school workshops to reduce prejudice and discrimination, violence prevention, networking to reduce discrimination and prevent violence.



Target Group	Lesbian, gay, trans, transgender, intersex and queer people
Access to Service by	Telephone: 0621-3362110 Email: team@plus-rheinneckar.de Internet: www.plus-mannheim.de Programmes, brochures
Outreach work?	no
Service available in which languages?	German, English, cooperation with interpreters
Accessibility through	Low-barrier premises, wheelchairaccessible toilet, lift, level floor, brochure in easy language, willingness to work with sign language interpreters
Also important	Four counselling sessions are currently free of charge for people 28 years of age and older; counselling is free of charge for people from Mannheim and their relatives up to the age of 28.

Mannheim Police Headquarters, Prevention Department

Registered Offices	L 6, 12, 68161 Mannheim
Opening hours/ Consultation hours	Mondays - Fridays 07:30 - 16:00
Which forms of violence are part of the service?	Bullying/cyberbullying, sexualised violence, domestic violence, stalking, extremist violence, violence against women, violence in schools
Services in the context of violence	Lectures on bullying/cyberbullying, prevention of sexualised violence against children, domestic violence, stalking, being safe out and about - Violence against women in public spaces, extremist violence, furthermore lectures in schools on violence and addiction prevention as well as media safety.
Further topics/ focal points	Victim protection, moral courage, prevention of extremism, security of authorities, networking, facilitation of projects/workshops
Target Group	Schoolchildren, school administrators, school social work, youth work, multipliers, adults, senior citizens, local political decision-makers, heads of authorities, etc.

Access to Service by	<p>Telephone: 0621-174-1201 Fax: 0621-174-1247 Email: mannheim.pp.praevention@polizei.bwl.de</p>
Outreach work?	<p>On-site lectures, podcast, screencast, online lectures</p>
Service available in which languages?	<p>German</p>
Accessibility through	<p>Barrier-free premises, lift, homepages of www.polizeiberatung.de and the prevention associations in easy language</p>
Also important	<p>Close networking with the Municipal Crime Prevention Associations RheinNeckar e. V., Sicheres Heidelberg e. V. and Sicheres Mannheim e. V. Coordination of the networked victim protection in the region, including an annual exchange of experiences, open to all institutions and facilities that are familiar with the subject of victim protection and victim support. Organiser of the newsletter: "Prävention aktuell - Info ihres Polizeipräsidiums Mannheim" (Prevention News - Information from Mannheim Police Headquarters)</p>

**pro familia
Mannheim e. V.**

Registered Offices	Tullastraße 16 a, 68161 Mannheim
Opening hours/ Consultation hours	Generally every day 10:00 - 14:00 Counselling by appointment only, Appointments by phone
Which forms of violence are part of the service?	Physical violence, psychological violence - stalking, verbal violence, witnessed violence, economic violence, sexualised violence, digital violence
Services in the context of violence	Individual counselling (by phone/in person), group counselling, online counselling
Further topics/ focal points	legal clinic
Target Group	Pregnant women in pregnancy conflict, expectant parents, parents, young people, adult groups

Access to Service by

Telephone: 0621-27720
Fax: 0621-1223014
Email: mannheim@profamilia.de
Internet: <https://www.profamilia.de>

Outreach work?

no

Service available in which languages?

German, English, Turkish

Accessibility through

Easy language, inclusion of sign language interpreters

Also important

Counselling for pregnant women, expectant parents and parents with children under 3 years of age is always free of charge. A contribution/donation is expected for most other counselling sessions for other individuals and couples as well as for legal counselling. The costs should not be an obstacle to counselling.

**Project Centre MIMI-Delta
(with migrants for migrants) –
Ethno-Medizinisches Zentrum e. V.**

Registered Offices	Alphornstraße 2 a, 68169 Mannheim
Opening hours/ Consultation hours	By appointment only
Which forms of violence are part of the service?	Direct violence, structural violence, institutional violence, sexualised violence, psychological violence, economic violence, physical violence, domestic violence, social violence
Services in the context of violence	Training for professionals, further training for mediators, supervision, information events
Further topics/ focal points	Intensive public relations work to raise awareness in urban society
Target Group	People with a migration background, refugee women and men



MiMi Gewaltprävention
Mit Migranten
für Migranten

**Access to
Service by**

Telephone: 0621-17894030
E-Mail: mannheim@ethnomed.com,
niwin.safar@mimi-delta.org
Internet:
<https://www.mimi-gegen-gewalt.de>
<https://www.facebook.com/mimidelta>

Outreach work?

partly yes

**Service available in
which languages?**

Albanian, Arabic, German, English, French,
Kurdish, Pashto, Persian (Farsi/Dari),
Russian, Serbo-Croatian, Turkish

**Accessibility
through**

Guidebook in easy language, barrier-free
and handicapped accessible premises

Also important

We also offer full training for violence
prevention mediators. Participation is
free of charge

Psychological Counselling Centre – Emergency line and counselling for sexually abused women and girls

Registered Offices O 6, 9, 68161 Mannheim

**Opening hours/
Consultation hours** Mondays
09:00 - 12:00
Tuesdays
16:00 - 18:00
Wednesdays
09:00 - 12:00
Thursdays
14:00 - 16:00
By appointment

**Which forms of
violence are part
of the service?** Sexualised violence: sexual abuse, sexual
assault, sexual harassment and rape

**Services in the
context of violence** Counselling and therapy, crisis intervention,
counselling of caregivers, specialist
counselling, specialist counselling as an
experienced specialist according to Sect. 8a
German Social Code Book VIII, supervision,
prevention in daycare centres, schools and
other institutions

Further topics/ focal points	Raising public awareness, specialist lectures, further training, prevention events
Target Group	Women, girls, boys, protective parents, professionals from psychosocial, pedagogical, legal and medical fields, institutions, associations
Access to Service by	Telephone: 0621-10033 Email: team@maedchennotruf.de Internet: https://www.maedchennotruf.de
Outreach work?	no
Service available in which languages?	German, English
Accessibility through	Small lift, information in easy language
Also important	Counselling and therapy free of charge

Psychological Counselling Centre for Parenting, Couples and Life Issues of the Mannheim Protestant Church (EKMa)

Registered Offices	M 1, 9 a, 68161 Mannheim
Opening hours/ Consultation hours	Mondays, Tuesdays and Thursdays 09:00 - 16:00 Wednesdays 09:00 - 10:30 13:00 - 16:00 Fridays 09:00 - 14:00 By appointment
Which forms of violence are part of the service?	Psychological violence, physical violence, sexualised violence in all their forms, manifestations and contexts
Services in the context of violence	Counselling for individuals, couples, families, groups, professional counselling (including professional counselling in cases where there are indications that a child's well-being is at risk by a specialist with experience in this field according to Sect. 8a of the German Social Code Book VIII), referral to (specialist) agencies if necessary
Further topics/ focal points	Participation in the MaIKE project - Mannheim Initiative for Children of Mentally Ill Parents. External consultations at the ZI. JOKER group for children of mentally ill parents. Support for families in the event of separation and divorce. Group for children of separated parents. Video-supported counselling and support for parents with small children and infants. Open services in two parent-child centres in Mannheim and services in other day-care centres, lectures, work shops, public events.



Target Group	Children, adolescents, adults, parents, (parent) couples, Educational and psychosocial professionals (specialist counselling)
Access to Service by	Telephone: 0621-280 00 280 Email: possible via online registration Internet: https://pb.ekma.de or personal registration during opening hours
Outreach work?	possible in principle
Service available in which languages?	German, if required also English, Polish, Russian and French
Accessibility through	Ground level access and lift
Also important	Our services are free of charge

School Social Work – Department of Education – City of Mannheim

Registered Offices	Administration: E 3, 2, 68159 Mannheim
Opening hours/ Consultation hours	By individual agreement or upon contact
Which forms of violence are part of the service?	Physical violence, psychological violence, sexualised violence, digital violence
Services in the context of violence	Violence prevention - e.g. social skills training, mediation, dispute resolution, etc.
Further topics/ focal points	School social work by means of a municipal council resolution: Support of school- oriented community work and opening of the school in the respective district, participation in the further development of the school environment as a supportive and positive space, individual case assistance, counselling and support of pupils with special problems, cooperation in preventive programmes such as violence prevention, addiction prevention, counselling, parental work, cooperation with the school, authorities, social institutions and counselling centres, social education programmes in the public sector and experiential education
Target Group	Children and young people, young adults, parents and guardians, school administrators, teachers

Access to Service by	Office in the respective school Internet: https://www.mannheim.de/de/bildung-staerken/schulsozialarbeit https://www.facebook.com/StadtverwaltungMannheim https://twitter.com/mannheim_de https://www.instagram.com/mannheim_de/ in person
Outreach work?	generally yes
Service available in which languages?	German and, depending on the individual location, further or partial cooperation with interpreters if needed.
Accessibility through	Depending on site-specific conditions of the building
Also important	School social work is a voluntary, communal service and an independent service of youth welfare. It is a relatively low-key, predominantly preventive service that adapts dynamically to the different needs of children and young people. School social work adheres to the basic principles of confidentiality and voluntariness.

Social Services/Parenting Support – Youth Welfare and Health Department – City of Mannheim

Registered Offices	R 1, 12, 68161 Mannheim
Opening hours/ Consultation hours	Office hours: Mondays - Thursdays 08:30 - 16:00 Fridays 08:30 - 15:00
Which forms of violence are part of the service?	We encounter all forms of violence against children and between parents or partners. This also includes psychological violence, neglect and sexualised violence
Services in the context of violence	We provide counselling, referrals to other specialist services and, where necessary, protection for the child/children. The Youth Welfare Office can also support applications for the transfer of the home.
Further topics/ focal points	Counselling in questions of upbringing and partnership, help with upbringing, child protection, integration assistance for children with mental disabilities

Target Group	Children, young people, parents, guardians
Access to Service by	Telephone: 0621-2933631 Fax: 0621-2939800 Email: ralf.schaefer@mannheim.de Internet: https://www.mannheim.de/de/service-bieten/kinder-jugend-familie-und-senioren/familie/soziale-dienste-hilfen-zur-erziehung
Outreach work?	Counselling sessions can be held in our offices or at your home
Service available in which languages?	German Use of translators or interpreters is possible
Accessibility through	We can provide a barrier-free setting for consultations . The use of a sign language interpreter is possible.
Also important	Our counselling is free of charge

Studierendenwerk Mannheim AöR – Psychological Counselling (PBS) and Social Counselling

Registered Offices	Bismarckstraße 10, 68161 Mannheim
Opening hours/ Consultation hours	PBS: Counselling appointments only by phone via the secretary's office during office hours: Mondays and Tuesdays 13:00 - 16:00 Tuesdays and Wednesdays 10:00 - 16:00 Fridays 10:00 - 13:00 Social counselling: Telephone service hours: Mondays - Thursdays 09:00 - 15:00 Fridays 09:00 - 12:00
Which forms of violence are part of the service?	All types of physical, psychological and sexualised violence, e.g. bullying, emotional or physical abuse, physical experiences of violence, rape, etc.
Services in the context of violence	PBS as initial contact point; first interview for a more precise assessment of your stress situation, after which further psychological counselling sessions are possible; however, in the case of severe experiences of violence with trauma, referral to other (specialised) services is usually possible.
Further topics/ focal points	Individual counselling for study-related and personal psychological problems (in person, by video or telephone)

Target Group	Students of the associated Mannheim universities or those living in the student residences
Access to Service by	<p>PBS: Telephone: 0621-49072-555 Email: pbs@stw-ma.de, in person</p> <p>Social counselling: Telephone: 0621-49072-530 oder -531 Email: sozialberatung@stw-ma.de Further information on both services: Internet: https://www.stw-ma.de/beratung_und_service.html www.facebook.com/stw.ma www.instagram.com/studierendenwerk_mannheim www.twitter.com/StwMannheim</p>
Outreach work?	no
Service available in which languages?	German, English
Accessibility through	Access suitable for wheelchair users
Also important	<p>The social counselling service looks after students with questions about housing, living, ...</p> <p>We support the following universities: Mannheim University, Mannheim University of Applied Sciences, Mannheim Cooperative State University, Mannheim Conservatory, Pop Academy</p>

Registered Offices	L 6, 1, 68161 Mannheim
Opening hours/ Consultation hours	Victim helpline: Mondays - Sundays 07:00 - 22:00
Which forms of violence are part of the service?	sexualised violence - abuse
Services in the context of violence	Victim helpline, online counselling
Further topics/ focal points	Counselling and support on all other offences, accompanied contact
Target Group	Victims of violence/crimes, children
Access to Service by	Telephone: 0621-1746999 Email: weisser-ring.mannheim@web.de Internet: https://weisser-ring.de Victim helpline: 116006 personal
Outreach work?	yes
Service available in which languages?	German
Also important	nationwide, free of charge, anonymous

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Editors:

Nazan Kapan, Tina Becker

Note:

We reserve the right to make changes after the brochure has been produced.

The Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ) supports the City of Mannheim with the federal programme "*Demokratie leben!*" (*Living Democracy*) in establishing and expanding "local partnerships for democracy". To implement the federal programme in Mannheim, the funds flow to the work of the *Mannheimer Bündnisses für ein Zusammenleben in Vielfalt (Mannheim Alliance for Living Together in Diversity)*. One of the basic ideas of the alliance is that partner institutions become active together in tri- or multilateral cooperation projects and learn from each other in their project work. Within the framework of the project "Themeninsel Gewalt" (On the Subject of Violence) the cooperating partners *Mannheimer Frauenhaus e. V.*, *Zonta Club Mannheim e. V.* and *Mannheimer Abendakademie und Volkshochschule GmbH* have joined forces and have produced this brochure, among other things.

City of Mannheim

Commissioner for Integration and Migration – Coordination

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Rathaus E5

68159 Mannheim

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www.mannheim.de/buendnis

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Mannheim

Wegweiser

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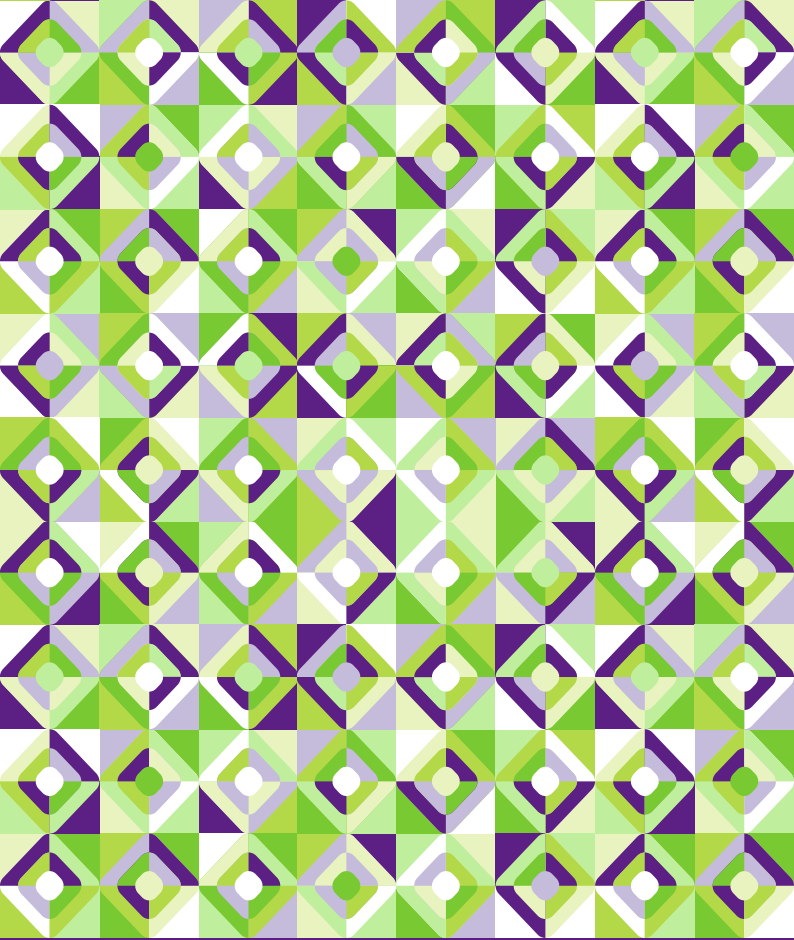
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STADT **MANNHEIM**²

Beauftragter für
Integration und Migration