

# Assistance for victims of violence

**LWL**

Für die Menschen.  
Für Westfalen-Lippe.

**LVR** 

Qualität für Menschen

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## 1 Preface

Anyone can be a victim of violence, because we are all confronted by crime in our society on a daily basis. However, we hope that, if it comes to the worst, you will be comforted and supported by your family, relatives and friends. But victims of violence also have a claim against the state and a right to ensure their physical and psychological integrity is restored. Compensation for victims of violence is provided under the "Gesetz über die Entschädigung für Opfer von Gewalttaten" (Opferentschädigungsgesetz – Crime Victims Compensation Act – CVCA). The staff at the regional authority of the Rhineland (LVR) and Westphalia-Lippe (LWL) provide counselling and information to victims of violence and their relatives. Throughout this process they maintain close contact with, among others, the police and various non-governmental organisations, including the "Weisse Ring e.V." (the "white ring association", which supports victims of crime and crime prevention). This booklet is designed to help you deal more effectively with the violence you have suffered. We explain the possible consequences, and try to help you in the process of working through this extremely distressing situation so you can quickly return to a normal life that is no longer troubled. At the same time, we would also like to inform you about the essential points of the Crime Victims Compensation Act and we list some useful addresses in the Appendix.

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LVR Director



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## 2 Violence

If you have been a victim of a violent assault, you may have experienced the event in a way that is very different from a normal everyday experience. These incidents are frequently perceived "as if in a movie", sped up or in slow motion. Some people may have the sensation they're witnessing the events from the perspective of an observer, or may even believe the events are unreal and not actually happening. The sensation of pain itself may only be felt later in the aftermath of the ordeal. Individuals may be unable to remember important events around the incident, while other details may be recalled with unusual clarity. Many victims are extremely confused (they may not know where they are, what really happened, how it happened, etc.), or may start behaving strangely. This suggests there may be a deeper and more serious problem: changes occur in the individual's psychological wellbeing and they need professional help.

## 3 Reactions

Reactions in the aftermath of an act of violence can be divided into three phases, in this order:

- shock
- working through
- recovery.

The first phase generally involves a state of shock in which the person affected is still very agitated, confused, depressed or angry. Some victims may feel numb. This condition usually passes after several hours or days. The period after this is referred to by trauma psychiatrists as a "working-through" phase, which may last several weeks and where the victims try to work through the experience of violence and return to normal life. During this period, the experience tends to overshadow everything else and feelings of anger, fear, depression, self-doubt, problems with sleeping and other issues may persist. Eventually, after a certain period of time, victims start to recover from their terrifying

ordeal. It is important to give yourself time; don't force yourself to process the experience. Take the time you need, and don't allow others to rush you. The more slowly you move forward, the quicker you will achieve your goal. However, not all victims reach a recovery phase where the violent experience can fade into the background. Unfortunately, some victims will have to face considerable and long-lasting damage to their health as the result of the psychological trauma and injury they have suffered. These consequences may linger for years and some individuals are affected more deeply than others. It depends, among other things, on the severity and circumstances of the violent act and the ability of the person to feel safe again. Individuals may still believe they have undergone too great a change, particularly during the shock and working-through phases. But even in these cases, you can still enter the recovery phase and successfully return to normal life and work through the trauma.

## 4 Consequences of violence

Victims of violence may suffer from a variety of phenomena, including:

- sleep disorders,
- nightmares,
- constant reliving of the act of violence,
- depression
- and anxiety.

Some may suffer from

- nervousness,
- an inability to concentrate and
- a deep distrust of other people.

Places and situations that even remotely remind the sufferer of the assault will quickly trigger feelings of anxiety, and this is why some victims are afraid to leave the house. Not infrequently, subtle changes occur that victims won't associate with the traumatic experience. They may, for instance, notice that they no longer find pleasure or joy in things, that nothing matters anymore, or they may feel constantly unwell and exhibit irritation with their relatives, friends and colleagues. Some may find it difficult to concentrate, may be absent-minded or extremely forgetful. Not all these problems necessarily occur, and with most victims these complaints are not intense or pass after a short period of time. If this is not the case however, it may be an indication that you are among the group of victims (at-risk group) who run a higher risk of developing long-term effects.

So keep asking yourself if you're slowly getting better, or in what way your life has changed compared to before the assault.

## 5 Memory

Most victims find they are unable to accurately recall what happened, and their memory may only gradually return over time. It is often also quite hard to understand how the situation could have arisen in the first place and in some cases, the circumstances of the assault are hard to ascertain.

## 6 Do you blame yourself?

Some victims of violent crime may hold themselves at least partly to blame and may even be blamed by outsiders, friends or relatives, particularly in cases of rape. This can often be manifested in subtle ways ("It wouldn't have happened to me", etc.). This type of recrimination is very damaging and can lead to deep-rooted self-doubt, and simply doesn't apply in the vast majority of situations! In most cases, the victim is blamed only because no adequate explanation for the violent act has been investigated, or an obvious explanation is ultimately not possible.

## 7 Rape

Rape is one of the most distressing forms of assault a person can experience, and it is therefore very difficult to recover from this type of attack. Rape results in a deep sense of shame, humiliation and violation of human dignity. It can profoundly shake an individual's trust in people, in themselves and their own body, and is a hard problem to work through and forget. Self-loathing or revulsion at others, vomiting and problems with partners frequently result and remain for a long period after the incident. Effective working through without professional help is rarely possible. Unfortunately, rape victims often don't receive enough sympathy and understanding from friends, relatives or colleagues. On the contrary, the feelings of self-doubt and lack of confidence which often torment women who have been raped, may be reinforced.

## 8 The offender is a person you know

The situation can be particularly distressing if the perpetrator is known to the victim. Many victims ask themselves how factors in the relationship could have resulted in such a violent act and if they themselves did something to provoke the attack. How do you react if the offender is also an old acquaintance, perhaps even a life partner or relative? A reluctance to take legal action against the offender for example is fairly common, and the situation may often seem so complicated that you lose any sense of perspective and don't know how to proceed. In these situations, assistance from a counselling centre, for example, family counselling or another similar organisation is an option to consider (for addresses, contact your city hall or local authority).

## 9 Processing the violence

Take all the time you need to recover! Make sure you feel totally safe; talk to friends and relatives you really trust and, above all, do not deny yourself the peace and calm you need. Some victims are constantly overwhelmed by distressing memories, while others struggle to remember the incident and avoid thinking about it. Do try to find the right balance between recalling and trying to forget the events so you can process the experience without overburdening yourself or putting yourself under pressure. Find people you can trust and don't be ashamed to express your worries and fears.

## 10 What is a psychological trauma?

In many cases, victims of a violent assault suffer psychological trauma. A trauma is a wound, an injury to the mind and, as such, is comparable to a physical injury, which also requires care and time to heal. A trauma is such an overwhelming experience that the mind develops automatic defence mechanisms. Victims may, for example, convince themselves that the event never occurred or block out all memories and feelings connected with the event. Most of the unusual behavioural changes in a person in such cases are attempts at self-protection.

## 11 When do you need help?

It is quite normal to seek help for psychological problems in the same way as we visit a doctor for physical ailments. During the early stages when you're feeling particularly vulnerable, you should not hesitate to contact a counselling centre; a trauma outpatient clinic for example (list of addresses in the Appendix on page 16). The specialist professionals here will ascertain whether you are in a risk group likely to develop long-term effects and will assess what help will be most effective for you.

Psychological counselling is designed to:

- Assist with problems in daily life
- Help with often overwhelming feelings and emotions.

This will encourage and speed up the natural process of working through at an early stage.

## 12 Who can help?

Often what matters to victims of violence even more than the criminal proceedings to prosecute the offender, is the official recognition of the injury and the consequences of such recognition. This is a task undertaken by the two regional authorities, which assume specific responsibility for victims of violent crime and you may be eligible to make a claim under the Crime Victims Compensation Act (CVCA) and the staff will be happy to assist you with the application procedure. They are trained to help victims of violence, and will respond to your queries sensitively and in strict confidence. Personal interviews will generally take place in a discreet and tranquil environment, and you can of course bring a person you trust with you. Remember: as a victim of violent crime, you are not asking for state benefits; on the contrary, you are a person with a legal claim to specialist assistance, even if you blame yourself for failing to recognise the danger signs before the violent event occurred. The regional authorities aim to help you overcome the consequences of violence and work in close cooperation with victim protection officers in the police. A police officer can put you in touch with the Victim Protection Officer soon after the assault, so please don't hesitate to request this.

### 13 LWL case coordination/LVR case management services

In complex cases, victims of violence often have a great need for assistance and support. The application process may seem an impossible task for victims at first glance, and raises many questions about potential benefits.

The LWL case coordination and LVR case management services help victims of violence through the application process under the Crime Victims Compensation Act and make victims aware of further assistance available to them. These services cooperate closely with applicants, who receive timely and well-organised assistance tailored to their needs.

The LWL case coordination and the LVR case management services advise you prior to an application,

- conduct conversations with you in a calming environment,
- support and advise you during the entire application process,
- clarify your requirement for support,
- provide rapid assistance (e.g. treatment at a trauma outpatient clinic),
- keep you updated on the current status,
- coordinate the processes within the LWL and LVR and
- collaborate with other social benefit institutions.

We want you to quickly return to normal life, and you will therefore have the same contact in the LWL case coordination and LVR case management services, who will provide help but without excessive bureaucracy.

### 14 Infoline 0800-654-654-6 for victims of violence

You can call the free general number 0800-654-654-6 in North Rhine-Westphalia, which will connect you to your appropriate regional authority and you will therefore contact both the LWL case coordination and the LVR case management services. You will be informed in confidence about existing assistance options and other sources of support and contact persons. If you phone outside normal office hours, please leave your name and telephone number on the answering machine and your call will be returned as soon as possible.

### 15 Trauma outpatient clinics

When you need psychological first aid, you must take immediate action. The NRW region has therefore established special trauma outpatient clinics for victims of violence.

The Appendix lists the addresses of the trauma outpatient clinics in North Rhine-Westphalia, so please contact one of these facilities if you need help quickly. If there is no trauma outpatient clinic unit in your immediate area, please contact your regional authority (addresses in the Appendix) where you can obtain information about the various expert counselling options. These organisations will also help you find

- a self-help group for people with similar experiences,
- a counselling centre for special victim groups,
- a therapist or counsellor who is specially trained and experienced in the treatment of traumatic experiences and
- longer-term outpatient psychotherapy.

The victim protection officers in the police and non-governmental organisations like the „Weisse Ring e. V.“ (white ring association) and the „Paritätische Wohlfahrtsverband e.V.“ (equal welfare association) and the “Frauenberatung NRW” (women’s advice centre) can also provide advice and information (see page 24).

## 16 The Crime Victims Compensation Act

Persons whose health has suffered as a result of an act of violence may receive benefits in accordance with the Crime Victims Compensation Act (CVCA).

## 17 Scope of application of the law

The Act enables you to claim for acts of violence committed on or after 16th May 1976 in the Federal Republic of Germany, aboard a German vessel or in a German aircraft. Since 1st July 2009, financial aid can also be claimed for violence committed abroad as a one-off payment and financial assistance for the relevant medical treatment. Persons whose health has suffered following a violence attack prior to 16th May 1976 in the Federal Republic of Germany or in the DDR can also receive aid under the “hardship compensation scheme”. The condition here, however is that

- claimants are seriously injured solely owing to harm inflicted in a violent act (where the damage arising from the severity of the injury (Grad der Schädigung/GdS) is at least 50%),
- are experiencing financial hardship and
- reside within the geographical boundaries of the CVCA.

The level of the person’s “financial hardship” is based on the individual’s income.

## 18 Eligibility criteria

A clear case of an act of violence must exist. An act of violence within the meaning of the law is a “deliberate, unlawful violent assault against a person.” The Crime Victims Compensation Act also includes the “deliberate administering of poison”, the “negligent infliction of a danger to life or physical condition of another person through a criminal act using dangerous methods or substances, e.g. arson or a bomb attack”. An individual’s health is also deemed to be affected if they have suffered an injury legitimately defending a deliberate assault. Persons whose health is affected or surviving German or foreign dependents are also considered eligible. From 1st July 2009, this group of claimants was expanded to include additional relatives: nieces, nephews, aunts and uncles visiting Germany. There are special eligibility criteria and rules regulating the type and scope of benefits available in individual cases for foreign nationals residing in Germany, tourists and visitors. Assistance is only provided on request.

Compensation payments commence from the time of the application, so in these cases it is advisable to submit the application without delay. An informal application to one of the relevant regional authorities will suffice, and you can also use the application form (in the envelope) for this purpose. The regional authority will then contact you for further details. The application can also be submitted to any other social service providers, e.g. a medical insurance company, a pension insurance company or to your local authority. Victims should report the offence to the police or file a complaint immediately, as this contribution in the clarification of the facts and the prosecution of the offender will reinforce the victim’s claim to compensation.



## 19 Scope of compensation

Benefits are awarded in accordance with the regulations of the Federal War Victims Relief Act (BVG). It includes in particular:

- Healing and medical treatment, including any necessary aids
- Disability pension
- Survivor's provision for widows, widowers, orphans and parents
- Death benefits and funeral allowance
- Lump-sum payment/basic pension compensation.

No compensation for pain and suffering will be paid. Property and pecuniary compensation are generally not granted to the injured party, exceptions being aids worn on the body (glasses, contact lenses or dentures). In addition, you may be entitled to welfare benefits depending on the individual case, including:

- Care assistance
- Aid to maintain a household
- Assistance for the elderly
- Aid for physical recovery
- Assistance to facilitate participation in working life
- Support with integration/assistance in special circumstances
- Medical aid
- Childcare allowance
- Housing grant
- Supplementary assistance for living expenses.

## 20 Grounds for refusal

Claims will be rejected in cases where the victim has a self-inflicted injury or if the damage to health arose from the applicant's conduct. Active participation in political or military conflicts between foreign citizens in the home country or involvement in organised crime are also grounds for a refusal of compensation. Benefits under the CVCA may be denied if the victim has failed to assist in the clarification of the facts or to prosecute the perpetrator and, in particular, if the victim failed to report the offence to the relevant authorities.

## 21 Motor Vehicle Assault

The Victim Compensation Act also covers intentional assaults with a car, truck or trailer. In such case you can claim similar benefits.

If the assault occurred before 10 June 2021 the law does not apply. In such case, you can apply for compensation by the compensation fund for damages resulting from motor vehicle accidents with the association Verkehrsofferhilfe e.V. (see page 23 for contact details).

## 22 Addresses

### Landschaftsverband Westfalen-Lippe (regional authority) LWL-Fachbereich Soziales Entschädigungsrecht (office for social compensation law)

Von-Vincke-Str. 23–25  
48143 Münster  
Tel.: +49 (0) 251 591-8000  
Fax: +49 (0) 251 591-8009  
Internet: [www.lwl.org/LWL/Soziales/SER](http://www.lwl.org/LWL/Soziales/SER)

### Landschaftsverband Rheinland (regional authority) LVR-Fachbereich Soziale Entschädigung (department of social compensation)

Deutzer Freiheit 77–79  
50679 Cologne  
Tel.: 0221 809-5401  
Fax: 0221 809-5402  
Internet: [www.ser.lvr.de](http://www.ser.lvr.de)

## Trauma outpatient clinics in NRW

Universitätsklinik **Aachen** (university clinic)  
Tel.: 0241 80 80770 (children and adolescents)  
Tel.: 0241 80 89638 (adults)

Alexianer **Aachen** GmbH  
Psychiatrische Institutsambulanz (psychiatric outpatient clinic)  
Tel.: 0241 47701 15200 (adults)

Klinikum Lippe – **Bad Salzuflen**  
Kinder- und Jugendpsychiatrie – Traumaambulanz  
(child and adolescent psychiatry - trauma outpatient clinic)  
Tel.: + 49 (0) 5222 / 368 89 4401 (children and adolescents)

### LVR-Klinik **Bedburg-Hau**

Kinder- und Jugendpsychiatrie, Psychosomatik und Psychotherapie  
(child and adolescent psychiatry, psychosomatic medicine and psychotherapy)  
Tel.: 02821 81 3401 (children and adolescents)  
Tel.: 02821 81 3402 (children and adolescents)

### LVR-Klinik **Bedburg-Hau** (clinic)

Sternbuschklinik Kleve  
Tel.: 02821 3050 (adults)  
Tel.: 02821 81 0 (emergency number)

Evangelisches Krankenhaus **Bielefeld** (hospital)  
Psychiatrische Ambulanz (psychiatric outpatient clinic)  
Tel.: +49 (0) 521 / 772 785 26 (adults)

LWL-Universitätsklinik **Bochum** (university clinic)  
Traumaambulanz - trauma outpatient clinic  
Tel.: +49 (0) 234 / 5077 87 28 62 (5077 – trauma) (adults)

### LVR-Klinik **Bonn**

Psychiatrische Ambulanz (psychiatric outpatient clinic)  
Tel.: 0228 551 2850 (children and adolescents)  
Tel.: 0228 551 3131 (adults)

### Vestische Kinderklinik **Datteln** (child clinic)

Kinder- und Jugendpsychiatrie (child and adolescent psychiatry)  
Tel.: +49 (0) 2363 / 975 470 (children and adolescents)

### St.-Vinzenz-Hospital **Dinslaken** (hospital)

Tel.: 02064 44 1240 (adults)

### LWL-Klinik **Dortmund** – Elisabeth-Klinik (clinic)

Kinder- und Jugendpsychiatrie, Psychotherapie  
(child and adolescent psychiatry, psychotherapy)  
Tel.: +49 (0) 231 / 91 30 19 0 (children and adolescents)

**LWL-Klinik Dortmund** (clinic)  
Ambulanz für Psychosomatische Medizin und Psychotherapie  
(outpatient clinic for psychosomatic medicine and psychotherapy)  
Tel.: +49(0) 231 / 4503 8000 (adults)  
Tel.: +49 (0) 231 / 4503 – 01 (gate)

**LVR-Klinik Düren** (clinic)  
Tel.: 02421 40 2602 (adults)

**St. Marien Hospital Düren**  
Tel.: 02421 805 277 (children and adolescents)

**Stadtverwaltung Düsseldorf** (city council)  
Gesundheitsamt Amt 53 (health department)  
Tel.: 0211 8995368 (adults)

**LVR- Klinik Düsseldorf** (clinic)  
Kliniken der Heinrich-Heine-Universität (university clinic)  
Tel.: 0211 922 4710 (adults; service for migrants)

**Helios Klinik Duisburg** (clinic)  
Psychiatrie, Psychotherapie und Gerontopsychiatrie  
(psychiatry, psychotherapy and gerontopsychiatry)  
Tel.: 0203 546 36600 (adults; service for migrants)

**Sana-Kliniken Duisburg** (clinic)  
Kinder- und Jugendpsychiatrie  
(child and adolescent psychiatry)  
Bertha- Krankenhaus  
Tel.: 02065 258 462 (children and adults)

**Sana-Kliniken Duisburg**  
Psychiatrie, Psychotherapie und Psychosomatik  
(psychiatry, psychotherapy and psychosomatic medicine)  
Tel.: 0203 733 3251 (adults)

**LVR-Klinik Essen**  
Kinder- und Jugendpsychiatrie  
(child and adolescent psychiatry)  
Tel.: 0201 8707 450 (children and adolescents)

**LVR-Klinik Essen** (clinic)  
Traumaambulanz (trauma outpatient clinic)  
Tel.: 0201 7227 521 (adults)

**St. Marien-Hospital Euskirchen**  
Abteilung für klinische Psychiatrie und Psychotherapie  
(department for clinical psychiatry and psychotherapy)  
Tel.: 02251 901102 (adults)

**Katharina Kaspar ViaNobis GmbH Gangelt**  
Tel.: 02454 59517 (adults)

**Bergmannsheil und Kinderklinik Gelsenkirchen**  
Buer GmbH, Tagesklinik für Psychiatrie und  
Psychotherapie des Kindes- und Jugendalters  
(day clinic for psychiatry and psychotherapy for children and  
adolescents)  
Tel.: +49 (0) 209 / 369 1 (children and adolescents)

**LWL-Klinik Hamm**  
Kinder- und Jugendpsychiatrie, Psychotherapie und  
Psychosomatik  
(psychotherapy and psychosomatic medicine)  
Tel.: +49 (0) 23 81 / 893 0 (children and adolescents)

**LWL-Klinik Herten**  
Psychiatrie, Psychotherapie und Psychosomatik  
(psychiatry, psychotherapy and psychosomatic medicine)  
Tel.: +49(0) 23 66 / 802 0 (adults)

- LWL-Institutsambulanz Iserlohn**  
der LWL-Klinik **Hemer** – Hans-Prinzhorn-Klinik  
(clinic and outpatient clinic)  
Tel.: +49 (0) 23 71 / 80 96 0 (adults)
- Universitätsklinik Cologne** (university clinic)  
Klinik und Poliklinik für Psychiatrie des Kindes- und Jugendalters  
(clinic and polyclinic for child and adolescent psychiatry)  
Tel.: 0221 478 6109 (children and adolescents)
- Deutsches Institut für Psychotraumatologie (DIPT) Cologne**  
(German institute of psychotraumatology)  
Tel.: 0221 390903 11 (adults)  
Tel.: 0172 2671727 (emergency number)
- LVR-Klinik Cologne** (clinic)  
Traumaambulanz (trauma outpatient clinic)  
Tel.: 0221 8993 610 (adults)  
Tel.: 0221 8993 612 (emergency number)
- Kliniken der Stadt Cologne gGmbH**  
Klinik für Kinder- und Jugendpsychiatrie und Psychotherapie  
(clinic for child and adolescent psychiatry and psychotherapy)  
Tel.: 0221 8907 2085 (children and adolescents)  
Tel.: 0221 8907 0 (emergency number)
- Alexianer Krefeld GmbH**  
Zentrum für Psychotraumatologie (psycho trauma centre)  
Tel.: 02151 334 7200 (adults, children and adolescents)  
Tel.: 02151 334 7227 (emergency number)
- LVR-Klinik Langenfeld**  
Tel.: 02173 102 2044 (adults; service for migrants)  
Tel.: 02173 102 0 (emergency number)
- LWL-Klinik Marsberg**  
Psychiatrie, Psychotherapie, Psychosomatik  
(psychiatry, psychotherapy and psychosomatic medicine)  
Tel.: +49 (0) 2992 / 601 4000 (children and adolescents)  
Tel.: +49 (0) 2992 / 601 1000 (adults)
- LWL-Klinik Marsberg – LWL-Ambulanz Paderborn**  
(clinic and outpatient clinic)  
Kinder- und Jugendpsychiatrische Traumaambulanz  
(child and adolescent psychiatric trauma outpatient clinic)  
Tel.: +49 (0) 05251 / 14 650 (children and adolescents)
- LWL-Klinik Marsberg – LWL-Ambulanz Meschede**  
(clinic and outpatient clinic)  
Kinder- und Jugendpsychiatrische Traumaambulanz  
Child and adolescent psychiatric trauma outpatient clinic  
Tel.: +49 (0) 291 / 90223 0 (children and adolescents)
- LWL-Klinik Marsberg – LWL-Ambulanz Höxter**  
Kinder- und Jugendpsychiatrische trauma outpatient clinic  
(child and adolescent psychiatric trauma outpatient clinic)  
Tel.: +49 (0) 5271 / 9519 10 (children and adolescents)
- LVR-Klinik Mönchengladbach** (clinic)  
Tel.: +49 (0) 2166 / 618 2302 (adults)
- Universitätsklinikum Münster** (university clinic)  
Klinik und Poliklinik für Psychosomatik und Psychotherapie  
(clinic and polyclinic psychosomatic medicine and psychotherapy)  
Tel.: +49 (0) 251 / 83 529 02 (adults)
- Universitätsklinikum Münster**  
Klinik für Kinder- und Jugendmedizin, Allgemeine Pädiatrie  
(clinic for child and adolescent medicine, general paediatrics)  
Tel.: +49 (0) 251 / 83 - 564 40 (children and adolescents)

- St. Alexius/St. Josef Krankenhaus **Neuss**  
Kinder- und Jugendpsychologie (child and adolescent psychiatry)  
Tel.: 02131 52925200 (children and adolescents)
- St. Alexius/St. Josef Krankenhaus Neuss (hospital)  
Ambulantes Zentrum II (outpatient clinic)  
Tel.: 02131 5292 5150 (adults)
- Klinikum **Oberberg** (clinic)  
Zentrum für Seelische Gesundheit Marienheide  
Allgemeinpsychiatrie, Psychotherapie und Psychosomatik  
(mental health clinic – general psychotherapy and psychosomatic medicine)  
Tel.: 02264 24242 (adults)
- Klinikum **Oberberg** Gummersbach  
Zentrum für seelische Gesundheit Klinik Marienheide  
Kinder- und Jugendpsychiatrie  
(mental health clinic – child and adolescent psychiatry)  
Tel.: 02261 80 593 (children and adolescents)  
Tel.: 02264 24333 (emergency number)
- LWL-Klinik **Paderborn** – Traumaambulanz (trauma outpatient clinic)  
Tel.: +49 (0) 5251 / 29 551 14 (adults)
- DRK-Kinderklinik **Siegen** gGmbH  
Kinder- und Jugendpsychiatrie, -psychosomatik und -psychotherapie  
(child and adolescent psychiatry, psychosomatic medicine and psychotherapy)  
Tel.: +49 (0) 271 2345 0 (children and adolescents)
- Kreisklinikum **Siegen** – Abteilung Psychiatrie und Psychotherapie – Hau Hüttental  
(district clinic – psychiatry and psychotherapy department)  
Tel.: +49 (0) 271 / 705 1909 (adults)

- LVR-Klinik **Viersen** (clinic)  
Tel.: +49 (0) 2162 96 5211 (children and adolescents)  
Tel.: +49 (0) 2162 96 4923 (adults)
- Sana-Klinikum **Remscheid** (clinic)  
Zentrum für Seelische Gesundheit des Kindes und Jugendalters  
Klinik für Kinder- und Jugendpsychiatrie, Psychosomatik und Psychotherapie  
(mental health clinic – child and adolescent psychiatry, psychosomatic medicine and psychotherapy)  
Ambulanz **Wuppertal** (outpatient clinic)  
Tel.: 0202 7584560 (children and adolescents)
- Evangelische Stiftung Tannenhof  
Psychiatrische Institutsambulanz **Wuppertal**  
(psychiatric outpatient clinic)  
Tel.: 0202 26555 66 (adults)
- You can contact the outpatient clinics using the telephone numbers listed.

**Weisser Ring e.V. Landesbüro Rheinland (white ring association)**

Josef-Schregel-Strasse 44, 52349 Düren  
 Tel.: +49 (0) 24 21 166 22  
 Fax: +49 (0) 24 21 102 99  
 Internet: [www.weisser-ring.de/nrw-rheinland](http://www.weisser-ring.de/nrw-rheinland)

**Weisser Ring e.V. Landesbüro Westfalen-Lippe (white ring association)**

Caldenhofer Weg 138, 59063 Hamm  
 Tel.: +49 (0) 23 81 69 45  
 Fax: +49 (0) 23 81 69 46  
 Internet: [www.weisser-ring.de/nrw-westfalen-lippe](http://www.weisser-ring.de/nrw-westfalen-lippe)

**Verein Verkehrsoferhilfe e.V. (compensation fund for damages resulting from road accidents)**

Wilhelmstr. 43 G, 10117 Berlin  
 Tel.: +49 (0) 30 / 20 20 58 58  
 Internet: [www.verkehrsoferhilfe.de](http://www.verkehrsoferhilfe.de)

**Paritätischer Wohlfahrtsverband Landesverband NW e.V. (equal welfare association)**

Camillo-Sitte-Platz 3, 45136 Essen  
 Tel.: +49 (0) 201 895 33 17  
 Fax: +49 (0) 201 895 33 25  
 Internet: [www.frauenprojekte.paritaet-nrw.org](http://www.frauenprojekte.paritaet-nrw.org) und  
[www.selbsthilfenetz.de](http://www.selbsthilfenetz.de)

**Landesarbeitsgemeinschaft autonomer Frauen-Notrufe in NRW (state working group for autonomous women emergency calls)**

c/o Frauenberatungsstelle Düsseldorf e.V. (women's advice centre)  
 Ackerstr. 144, 40233 Düsseldorf  
 Tel.: +49 (0) 211 68 68 54  
 Fax: +49 (0) 211 67 61 61  
 Internet: [www.frauennotrufe-nrw.de](http://www.frauennotrufe-nrw.de)

**Dachverband der autonomen Frauenberatungsstellen NRW e.V. (umbrella association of the autonomous women's advice centres)**

Grabenstraße 13, 45964 Gladbeck  
 Tel.: +49 (0) 20 43 / 68 16 60  
 Fax: +49 (0) 20 43 / 92 97 95  
 Internet: [www.frauenberatungsstellen-nrw.de](http://www.frauenberatungsstellen-nrw.de)

**Landschaftsverband Rheinland  
(regional authority)**

**LVR-Fachbereich Soziale Entschädigung  
(department of social compensation)**

**50663 Cologne**

**Tel.: +49 (0) 221 809-5401**

**Internet: [www.soziales.lvr.de](http://www.soziales.lvr.de)**

Area of jurisdiction:

- District border
- Free city
- Head office of the district administration



**Landschaftsverband Westfalen-Lippe**  
(regional authority)

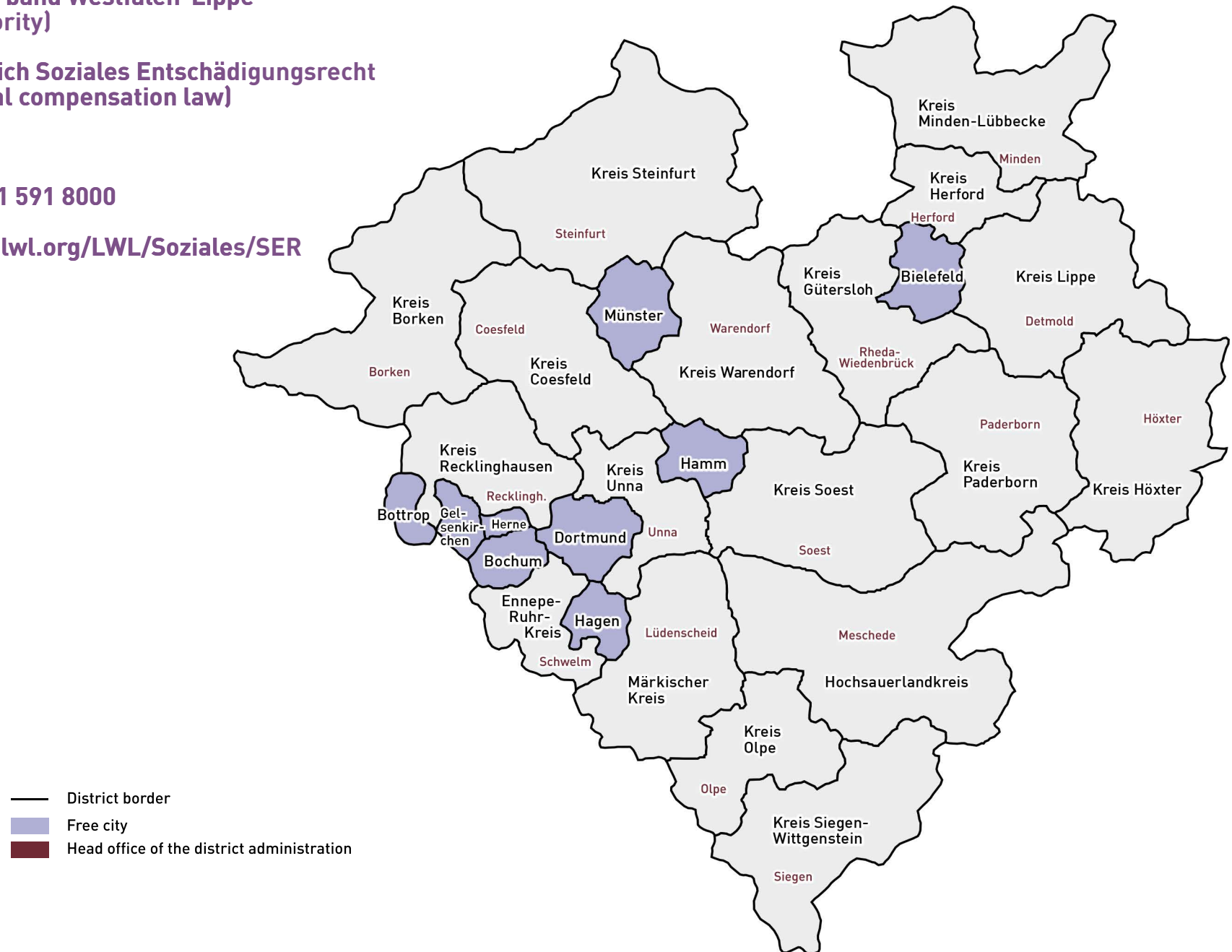
**LWL-Fachbereich Soziales Entschädigungsrecht  
(office for social compensation law)**

## 48133 Münster

**Tel.: +49 (0) 251 591 8000**

**Internet: [www.lwl.org/LWL/Soziales/SER](http://www.lwl.org/LWL/Soziales/SER)**

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