

STUDYING THE INCLUSIVE WAY

Navigating Goethe University with Health Issues or Disabilities







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A Word of Welcome



Caption 1: Petra Buchberger

Dear students and prospective students,

I am glad that you are considering studying with us at Goethe University or find yourself in the middle of your studies. Welcome!

Studying at university is one of those vital experiences that opens new horizons and life opportunities – personally, professionally, or as active contributors to society as a whole – especially for people with health impairments.

We would like assist you in realising such potentials.

Students with disabilities or (chronic) conditions need to be able to study at – and eventually graduate from – university on equal terms with others. Barriers that impede the implementation of this principle have to be removed. Hessian universities are committed to these goals and principles by the *Hessisches Hochschulgesetz*, the Hessian Higher Education Act, which prescribes that universities in Hesse: “take appropriate steps so that all members and associated members have unencumbered access to the university’s services and facilities (*Angebote*), in accordance with the principles of accessibility; and that students with disabilities face no disadvantage in their studies.”

Goethe University has committed itself to evolving into an Inclusive University. Even today, there are a number of information points and counselling institutions available at Goethe University, including some specialised “disability services” for students with disabilities. This booklet provides an overview of the available options and avenues.

These pages provide you with information and contact details for facilities and services, especially at Goethe University itself, but also for other major external agencies in our region that may support you at some point during your studies.

This guide serves to help you navigate our university more easily, and find the right contact persons quickly and easily. Please note: Consult the appropriate counsellors and advisors at an early stage, do not wait until you are “in middle trouble” already. Contact the appropriate institutions and facilities in time. This places a wider range of possibilities in your hands, and allows all of those involved to find effective solutions. – We are at your side!



A final word of caution: This guide is designed to provide orientation; it does not contain legally binding information, however. Please verify the current state of affairs with the pertinent institution. What was printed today may be a matter of the past tomorrow. Please also note that this English version is merely for informational purposes and is legally non-binding.

That being said, I am looking forward to your additions and suggestions concerning this guide.

I hope you'll find pleasure and success in your studies at Goethe University,

Petra Buchberger

Representative for Inclusion (Inklusionsbeauftragte)

Goethe University



1. Introductory Information: Studying with a Health Impairment/ Disability

1.1. Concepts and Approaches – Entering Academia with a Disability

Studying with a disability or health impairment is a central element of university life. The Hessian Higher Education Act (*Hessisches Hochschulgesetz*) defines one of the various tasks of universities as follows: "They (i.e. the universities) take appropriate steps so that eventually all members have unencumbered access to the university's services and facilities (*Angebote*), in accordance with the principles of accessibility; and that students with disabilities face no disadvantage in their studies." But what does this imply? Who is referred to by "disabled people" or "people with health impairments"? What is being done to implement principles of accessibility?

The concept of "disability" comes with a wealth of ideas, associations and emotions. To date, there is no uncontroversial, generally accepted definition for all relevant contexts. In this introduction, we will not enter into this conceptual debate. If you are interested in further details, feel free to use the many resources available online for your own research; Goethe University presents certain aspects of the discussion on its websites, too.

For the purposes of this guide, we rely on a broad definition of disability; we explicitly seek to address certain lasting conditions and health impairments on equal terms under the same umbrella term.

Accordingly, our discussion includes the following conditions and impairments:

- Mobility impairments/ disabilities
- Visual impairments, including blindness
- Hearing impairments (including D/deafness, being "hard of hearing")
- Speech impairments and language disorders, etc.
- Mental health issues, psychological problems and concerns, including "neurodiversities"/ special personality traits, such as autism
- Chronic health issues (physical/ bodily/ somatic), such as Crohn's disease (Morbus Crohn), ulcerative colitis (Colitis ulcerosa), rheumatism, diabetes or severe allergies/ hypersensitivities.

This list is based on a proposal by the German National Association for Student Affairs (Student Union, *Deutsches Studentenwerk*). It has been slightly adapted for the purposes of this guide and its English translation.

We hope you will find a way to address your concerns and receive the support you need to study successfully – no matter which terms you use to describe your situation.



1.2. Survey Results: What is it like to study with a disability?

In 2016, the German National Association for Student Affairs (*Deutsches Studentenwerk*) conducted a major survey among students with physical or other health impairments. This was the second survey of its kind, called "*beeinträchtigt studieren – best 2*"; nearly 21,000 students from 153 German universities participated in the winter term of 2016/2017. Their replies yielded the following image:

1.2.1. Types of Impairments and their Frequency among Students

- 11% of about 2.8 million students in Germany live with a health impairment relevant to their studies.
- This group is heterogeneous: In only 4% of students is the impairment immediately visible; for about two thirds, it is visually indiscernible altogether
- Over half of the students concerned report a mental health issue that impedes their course of studies.
- For 20% a chronic physical condition (e.g., multiple sclerosis, rheumatism, epilepsy) impacts their studies, for 10% it is mobility or sensory impairments, for 4% dyslexia or other partial impairments of intellectual capacities ("*Teilleistungsstörung*") and for 6% impairments of another kind are predominant.
- 7% even live with more than one impairment from multiple categories that impact their studies. 3 out of every 5 students concerned report severe impediments to their studies as a consequence of their situation.

1.2.2. Barriers in the Course of Studies

- Nine out of ten students report impairment-related difficulties in the course of their studies or their organisation, in situations of academic learning and exam situations. A high frequency of examinations, attendance requirements and obligatory deadlines or scheduling requirements are among the main causes. For 7% of the students, difficulties result from inaccessible building architecture, lacks in the equipment of buildings (barriers in the built environment) or a lack of adequate spaces for retreat/ breaks.
- About 44% of the students concerned face impairment-related difficulties with personal contacts and interactions. This may, in turn, cause academic problems or aggravate study-related difficulties. A number of notions complicate communication with lecturers, fellow students or members of the university administration: fear of rejection/ disrespect and stigmatisation as well as negative experiences following public disclosures about their condition ("outing").

1.2.3. Additional Costs Related to Impairments

Two thirds of the students concerned have additional, impairment-related costs to cover with regard to their living expenses or their studies. This poses an additional challenge. One in six of these students is unable to secure their livelihood permanently in a reliable way.



1.2.4. Nachteilsausgleich – Accommodations in Exams Support Students

Candidates make far too little use of accommodation/ compensation measures in exams (*“Nachteilsausgleiche”*). Hardly one third of students have ever claimed a *Nachteilsausgleich*, and if so, mostly for concrete, individual exam situations. On average, 62% of applications for a *Nachteilsausgleich* were granted. Three out of four users (73%) consider the measures helpful. Students refrain from applying for a *Nachteilsausgleich* because they are unfamiliar with the pertinent regulations, are hesitant for other reasons, or do not wish to receive what might be regarded as “special treatment”.

1.2.5. Advisory Services too Rarely Used.

Nine in ten students know of at least one specific advisory or counselling service at university or with one of the Associations for Student Affairs (*Studentenwerke*), one third has used at least one of them. Major topics include coping with one’s personal situation and application procedures for accommodations in examinations, the *Nachteilsausgleich*. 3 in 5 students have benefited from the services. Individually tailored support measures in the earliest phase of one’s studies are reported to be especially helpful.

1.2.6. Conclusion and Overview

Chronic somatic conditions and mental health issues or cognitive disorders like dyslexia may impact on an academic course of studies just as severely as mobility (physical) or sensory impairments. Many eligible students do not realise that they are entitled to claim a *Nachteilsausgleich* or other accommodations. They also believe that the relevant advisory and support services are not intended to address them and their needs. Some do not wish to identify as impaired, as persons with special needs or “a disability”, especially in an environment that emphasises achievement and an “elite” notion. Instead, they refrain from claiming what they are entitled to – often to their marked disadvantage.

A health impairment may be a burden to you – it should not, however, be a cause of shame or social retreat. Look for support and supporters. Use counselling and advisory services. Timely and adequate study advising and support can often thoroughly solve many of the problems associated with studying with impairments

2. First Points of Contact & Contact Persons at Goethe University



2.1. Disability and Study Advisory Services

The advisory service for students with health impairments is responsible for questions related to study and teaching affairs (e.g. accommodations/ modified conditions in examinations) and can advise you about implications of your personal situation in the academic context.

Prospective students will also find relevant information and support here. Where necessary, study advisors can also refer applicants to the pertinent (funding) agencies of the welfare state, concerning personal assistance/ care, medical aids/ devices (*"Hilfsmittel"*), etc. In many cases, it is helpful to take the appropriate steps well ahead of time, since the application procedures may be protracted and time-consuming.

Study advisors will also refer you to the right persons to contact in the various institutions and branches of the university for a variety of issues.

Advisory Services for Students with Health Impairments

Campus Westend
PEG Building, Room 1. G 011/ 1.G 026
Theodor-W.-Adorno-Platz 6
60323 Frankfurt am Main
Phone 069 798 13835 or -17923
E-Mail: barrierefrei@uni-frankfurt.de

2.2. Services by the German National Association for Student Affairs

The Studentenwerk Frankfurt (German National Association for Student Affairs in Frankfurt) offers counselling and advice on financial aspects of studying, psychosocial issues, residence and accommodation issues, on finding jobs, studying as a parent, and other social issues. It is also in charge of reimbursements for the semester ticket for students facing social hardship (*Semesterticket-Härtefallfonds*) and will provide you with a number of (application) forms for various occasions.

Advisory Services by the German National Association for Student Affairs

Campus Westend
Hörsaalzentrum
Theodor-W.-Adorno-Platz 5
60323 Frankfurt

Postal Address:

Postfach (Post Office Box) 90 04 60
60444 Frankfurt
Phone 069 798 34906
E-Mail: beratung@studentenwerkfrankfurt.de



3. On Studying at Goethe University

3.1 Adjusted Conditions in Examinations and in your Course of Studies

Please note: This is general information in English on the legal instrument of a “compensation for disadvantages” (*Nachteilsausgleich*). It does not constitute legal advice; please consult an expert for specific advice on (legal) details and particulars.

Options and application procedure: Students with health issues or disabilities usually have to face additional barriers on top of the typical challenges of their course of studies. Similarly, students who take special responsibilities within their families, e.g. as parents or carers, may find themselves in a comparable situation.

The *Nachteilsausgleich* is a legal option meant to ensure that these impairments and additional burdens do not unfairly affect individual achievements in academic exams. It is thus to preserve equality of opportunity.

3.1.1. Meaning and Legal Form of a *Nachteilsausgleich*

This instrument consists of appropriate modifications to the external conditions or the form of an examination with regard to the student’s special situation. In some cases, a *Nachteilsausgleich* is crucial for students with impaired health to be able to face an exam at all and allow their intellectual competence to manifest in a tangible and intelligible fashion.

The legal regulations concerning the *Nachteilsausgleich* specifically address persons with physical or sensory disabilities, persons with a serious (chronic) disease or illness (including mental health issues), and also includes persons diagnosed with dyslexia in some cases. A *Nachteilsausgleich* may also be available for certain especially burdensome situations concerning parental responsibilities and family life (e.g., pregnancy and childcare). Any *Nachteilsausgleich* follows this fundamental principle: The content and level of competence involved in an exam must remain unmodified; only the form is adapted to accommodate the student's needs.

A *Nachteilsausgleich* is available on application in any course of studies at Goethe University.

3.1.2. Political and Legal Background

The Laws on Higher Education (*Hochschulgesetze*) in each federal state (*Bundesland*) require all universities to take the special needs of students with chronic diseases or disabilities into account. Accordingly, the regulations concerning studies and exams at Goethe University have been designed to ensure that students with chronic diseases or disabilities are in a position to obtain a *Nachteilsausgleich* upon application on the basis of verifiable special needs.

The *Nachteilsausgleich* is a legal instrument that fosters equality of opportunity between students with and without impairments, and helps create a suitable environment for academic study and qualification, duly considering individual needs. Goethe University’s “Rahmenordnung” (i.e. basic statutes) contains provisions regarding the *Nachteilsausgleich*. All examination regulations (*Prüfungsordnungen*) at Goethe University include the option to apply for a *Nachteilsausgleich*.



3.1.3. Concrete Particulars

In accordance with its key principle and function, a *Nachteilsausgleich* is explicitly not designed to make exams "easier" in the sense of providing an "advantage", but to provide an adequate adaptation of the academic environment and circumstances, accommodating the impairments and needs of the student. The instrument is to allow students to acquire and demonstrate academic qualifications of equal value on an equal basis with others, ultimately preserving equality of opportunity.

The concrete accommodations implied in a *Nachteilsausgleich* must be determined individually in each individual case, considering the relevant characteristics of the situation at hand and pertinent regulations applying to the exam itself.

Possible forms of accommodations include for example:

- **Extending** time-limits and deadlines for test papers and academic papers/ essays
- **Oral** examinations in the place of **written** examinations or *vice versa*
- Modifying **attendance requirements** (options to compensate for deficiencies in "regular attendance" / absences)
- Changing the **examination schedule** or temporal order of exams (e.g., taking the required number of exams over a longer period of time).

The examination board's decision on a suitable form of accommodation is based on the impairments and issues of the individual case and the concrete examination situation.

It is impossible to be exempted from taking the required examinations or parts thereof altogether on the basis of a *Nachteilsausgleich*, nor may the accommodation affect the core competencies – its "core contents" – meant to be demonstrated in an exam.

Students must apply for a *Nachteilsausgleich* **prior to the examinations** concerned. The application should be filed well ahead of time, as early as possible, especially as some accommodations require extensive preparations on the part of the university or the examiner(s). You may use the application form provided by the university to file your application, and we recommend that you do so.

The university also provides an information sheet for the medical professionals involved in your health care to facilitate communication and ensure the quality of the medical evidence provided. Providing pertinent medical evidence facilitates matters. Neither the application of the form nor use of the supplementary information sheet is legally mandatory, however. Meanwhile, your application should contain all relevant details indicated on the form, as applicable to your situation.

The application has to be substantiated by suitable evidence concerning the relevant condition(s). Usually, this evidence consists of a statement by a specialised doctor or a psychotherapist. A German Disability Identity Card



(*Schwerbehindertenausweis*) in itself, however, is generally neither necessary nor sufficiently precise to support an application for a *Nachteilsausgleich*.

For certain (minor) assessments of coursework (*Studienleistungen*), accommodations may also be agreed upon directly with the lecturer in some cases. Applications for a *Nachteilsausgleich* must be addressed to the examination board in charge, depending on the academic subject concerned. The application must be made in a timely manner and in written form; however, there is no specific form you have to use. As a rule, a *Nachteilsausgleich* cannot be obtained retroactively after an exam has already been taken.

The examination board evaluates and decides on applications for accommodations. In cases of disagreement, a legal complaint may be filed.

Applications for a *Nachteilsausgleich* may be filed using a form devised by Goethe University entitled "Application for Accommodations" (*Antrag auf Nachteilsausgleich*). However, not all examination boards use this form. If you are considering applying for a *Nachteilsausgleich*, we advise you to contact the respective examination board in charge of the student's academic subject to discuss the particulars of the application process.

Applications for a *Nachteilsausgleich* in teaching degree programmes (*Lehramtsstudiengänge*) have to be directed to the Central Examination Office (*Zentrales Prüfungsamt für Lehramtsstudiengänge*), at the academy for educational research and teacher training: *Akademie für Bildungsforschung und Lehrerbildung* (ABL).

By law, a *Nachteilsausgleich* must not be mentioned on your university certificate (diploma). The university will *not* publicly document the fact that you used a *Nachteilsausgleich* during the course of your studies in any way.

For consultation, or to discuss details of your situation, please contact the advisory service for students with health impairments. The website of the National Association for Student Affairs (*Deutsches Studentenwerk*) offers additional information on this topic, in both German and English.

3.2. Compensation Concerning Admissions

Please note: This is a brief introduction on the pertinent regulations concerning university admission; it does not constitute legal advice. For details, especially legal details, please consult the cited resources or an expert.

To compensate for the effects of certain situations of hardship and disadvantages, applicants (to many courses of study) have the opportunity to file an application under the "cases of hardship" regulations (*Härtefallantrag*). Alternatively, they may also apply to have the decisive grade in the university entrance certificate (*Abitur*, A-Levels, school leaving certificate) ameliorated, or additional waiting time be recognised as a third alternative.

Under "cases of hardship" regulations, a specified number of study opportunities (*Studienplätze*, acceptances) is allocated to applicants who would otherwise face an "exceptional disadvantage" (*außergewöhnliche Härte*) if their application were rejected at present. Official recognition as a "case of hardship" entails immediate admission to the chosen study program, ahead of all other applicants, regardless of the quality of the applicant's university



entrance qualification or considerations of waiting time. Applicants must, however, meet the general and specific criteria of eligibility for their prospective course of study, however.

For details on the disability/ health-related regulations on university admission, please consult the Inclusive University website at: inklusion.uni-frankfurt.de or contact the advisory service for students with health impairments. The question of how these regulations apply to international students will also have to be answered on an individual basis, evaluating many (legal) details and particulars.

3.3. Medical and Assistive Devices in the University Environment

3.3.1. General Considerations

If you need to use medical aids and (assistive) devices at university due to your personal situation of health, please inform the lecturer about your requirements before the course begins. This is especially relevant for devices where the medical or impairment-related use is less obvious, e.g. recording devices. Likewise, if you use a monocle or binoculars to read what is written on the blackboard or presented on the screen, you should explain this beforehand. This will help to avoid misunderstandings and unpleasant scenes during a course.

In terms of specific medical aids and (assistive) devices you need to pursue your studies, you may apply for funding with the relevant funding agency of the welfare state (*Kostenträger*)– or, in certain other cases, your health insurance provider. This especially applies to German citizens; for international students and scholars, the rules and regulations may differ. The counselling services at *Studentenwerk* can advise you about your options for applying for financial support.

3.3.2. Borrowing Wheeled Walkers/ Rollators and Wheelchairs

Goethe University does not have a public pool of medical aids and (assistive) devices for students or guests to use. For short-term personal use, a wheelchair (*Rollstuhl*) and a wheeled walker (*Rollator, Gehwagen*) may be borrowed from the university free of charge.

Whenever they are available, you may obtain these mobility aids at the reception desk of House of Finance. You will need to provide your Goethe Card (or, for university guests: your Identity Card) to identify yourself.

3.3.3. Assistance and Guide dogs

On campus and the university's premises, dogs must be kept on a leash. Dogs are generally not allowed inside university buildings.

However, exceptions apply for:

- Assistance and guide dogs, especially guide dogs for visually impaired/ blind or other disabled persons, as well as certified assistance dogs, and dogs assisting disabled persons with a "B" (*Begleitperson*) notification mark in their Disability Identity Card (*Schwerbehindertenausweis*)
- Dogs kept for professional or official purposes (*dienstliche Zwecke*)



Further reasonable exceptions may be arranged to accommodate individual cases. To apply for individual arrangements, you need to provide medical evidence (no diagnoses required) to the effect that you require the services of an assistance dog; you also need to authenticate your request with your Goethe Card. In addition, a brief description of the dog is necessary.

Accepted, the individual arrangement is valid throughout the entire standard period of study (*Regelstudienzeit*) associated with your subject. Afterwards, the arrangement can be extended on an annual basis.

The special sign required by the university for authenticated dogs needs to be attached to the dogs leach or collar. The document authorising the dog needs to be available for inspection on request (also in digital format, e.g. on a mobile device).

Please consult the Advisory Services for Students with Health Impairments concerning the issue of assistance dogs.

3.4. First Aid and Relaxation Rooms

3.4.1. Relaxation Rooms for People with Disabilities or Chronic Conditions

3.4.1.1. Bockenheim Campus

In the Neue Mensa (Bockenheim Campus, Bockenheimer Landstraße 133, 1st floor, 1.OG, Room 135) there is a Relaxation Room for staff, faculty and students with disabilities or chronic conditions. There are two stretchers (*"Liege(n)"*) in this room. You can reach the building's reception desk (*"Pforte"*) via the internal phone at: 23201.

3.4.1.2. Westend Campus

In the IG Farben Building, there is a Relaxation Room at V3, 1st floor, 1.OG, Room 1.351. Access is provided via the first aid staff, the building's reception (*Pforte*), at internal phone number -32250, or the building and facilities managers (*Objektbetreuer*) at -3552.

In the PEG building, the Relaxation Room is located on the 1st floor, 1. OG, Room 1.G059. Access is provided via the first aid staff, the building's reception (*Pforte*), at internal phone number -17108, or the building and facilities managers (*Objektbetreuer*) at -17110.

Both rooms feature a nursing bed (adjustable in height, motor-powered) as well as a telephone for internal and emergency calls.

3.4.2. First Aid/ Relaxation Rooms

Access is provided via the reception desk staff or the building's first aid staff. Lists of first aid providers are usually displayed in a prominent place near the building's entrance. The relevant internal phone numbers for the reception desks are listed below, next to the rooms themselves.

In first-aid-rooms, there are simple stretchers, a telephone for internal and emergency calls, basic first-aid kits etc. at your disposal. Some of them also have a wash basin.



3.4.2.1. Campus Bockenheim

Location	Room/ Internal Phone Number of Reception
Hörsaalgebäude	Room BT D 112/ 113, Phone Reception: 23201
Neue Mensa	Room 2, Phone Reception: 28194
Juridicum	Room 601, Phone Reception: 22701
Mathematik/ Informatik	Room 029, Phone Reception: 23201
Universitätsbibliothek	Room UG 024, Phone Reception: 39356

3.4.2.2. Campus Ginnheim

Sports Hall Building (*Sporthallengebäude*): Room EG R 27, Phone Reception: 24520

3.4.2.3. Campus Westend

Location	Room/ Internal Phone Number of Reception
Casino	Room CAS 1.803, Phone Reception: 32250
RuW-Building	Room 215, Phone Reception: 34199
HoF (House of Finance)	Room E 16, Phone Reception: 34053
Hörsaalzentrum	Room EG 8, Phone Reception: 34116
PA-Building	Room P 23, Phone Reception: 31205
PEG-Building	Room 1.G058, Phone Reception: 17108
ExNO-Building ("Normative Orders")	Room behind Reception, Phone Reception: 31428
Seminar-Pavilion	Room 043, Phone Reception: 34193
Seminar-Haus	Room -1.026, Phone Reception: 34196



3.4.2.4. Riedberg Campus

Location	Room/ Internal Phone Number of Reception
Physik (Physics)	Room __225, Phone Reception: 47777
Geowissenschaften (Geo Sciences)	Room 3.110, Phone Reception: 40150
Otto-Stern-Zentrum (Center)	Room 0.39, Phone Reception: 42666
Biologicum	Room -1.204, Phone Reception: 42420
BMLS	Room 0.618, Phone Reception: 42420
Biozentrum N 100	Room 0.24b, Phone Reception: 29108

3.5. Accessible Toilets

Generally, our accessible toilets for disabled people may be (un-)locked using the international EURO-Key. This is always the case in the university's modern buildings; with its more historic buildings, this is true for most facilities. Unfortunately, Goethe University cannot provide such a key on an individual basis. A EURO key (or appropriate key for the toilet) is available on request at the building's reception desks. Users may borrow a key, provided they present a Goethe Card or an official identity card to identify themselves.

You may obtain your own individual key from the responsible self-help organisation:

CBF-Darmstadt e.V.

Pallaswiesenstr. 123a

64293 Darmstadt

E-Mail: bestellung@cbf-darmstadt.de

Website (German): <http://cbf-da.de/>

3.6. Computer Working Spaces for Students with Disabilities

Students with visual or mobility impairments have the opportunity to work in two special rooms equipped with specific computer systems and height-adjustable tables to meet their requirements.

One of these rooms is located in the Social Sciences and Psychology Library (*Bibliothek Sozialwissenschaften/ Psychologie, BSA*), on the ground floor, PEG building. The room is directly accessible at ground level. You are free to use the room without appointment. Please request access at the library's information desk. If you would like to book the room in advance or have any further questions to ask, please contact the library team at bsp@ub.uni-frankfurt.de



The second room is located on the 1st floor, 1.OG, in the Physical Sciences Library (*Bibliothek Naturwissenschaften, BNat*) at Otto-Stern-Zentrum. You are free to use this room without prior notice. Please request access at the library's information desk. If you would like to book the room in advance or have any further questions to ask, please contact the library team at bnat-theke@ub.uni-frankfurt.de

3.7. Induction Loop Systems in Lecture Halls and Seminar Rooms

A number of lecture halls and seminar rooms are equipped with an induction loop system to support people with hearing impairments (deaf/ hard of hearing people). Unfortunately, this service does by far not cover all of the university buildings and facilities. Especially in historic buildings, there is a lack of support. If an amplification system is needed in a lecture hall or seminar room where no induction loop system is available, mobile FM systems (microport devices) may be borrowed from *Medientechnik* at *Hochschulrechenzentrum* (HRZ).

Generally, we recommend you get in touch with the lecturer in charge of the event or course well ahead of time to arrange an appropriate room, and arrangements concerning (course) material and media can be negotiated.

In case of disturbances or technical errors with the systems (except on Niederrad Campus) and for technical support, please call the *Medientechnik* hotline, internal phone number -36111, or via e-mail at: mt-support@uni-frankfurt.de

Below, you'll find a list of rooms where an induction loop system is available, including the range of the system. Please note that this is a non-exhaustive, incomplete list. When in doubt, please contact the *Medientechnik* hotline.

3.7.1. Bockenheim Campus

- Bauteil (Tract) D: All Lecture Halls (H I to H VI): Induction Loops with Scope covering the first three rows of seats
- Bauteil (Tract) E (H 1 to H 16), Juridicum (Rooms: 1001, 1002, 717, 604) and Seminar Rooms at Neue Mensa: No induction loops

3.7.2. Ginnheim Campus

- Neuer Hörsaal ("New Lecture Hall"): Room -0.103: Induction Loops, covering the first three rows of seats

3.7.3. Riedberg Campus

- Otto Stern Center: Rooms H1 to H6, S1 to S5 and CIP Room: Induction loops cover the first three rows of seats
- Biozentrum ("Biology Center"): Room -1.101, -1.102, -1.203, -1.301, -1.302 and -1.303: Induction loops cover the first two rows of seats; in Room -1.201 the first row of tables; in Room -1.202 full coverage
- In other rooms there: No induction loops
- Buchmann Institute for Molecular Life Sciences: No rooms with induction loops
- Biozentrum ("Biology Center")/ Chemische Institute ("Chemical Institutes"): Rooms B1 to B3: full coverage with induction loops



- In other rooms there: No induction loops
- Physik ("Physics"): No rooms with induction loops
- Geowissenschaften ("Geo/ Earth Sciences"): No rooms with induction loops

3.7.4. Westend Campus

- Hörsaalzentrum ("Lecture Hall Centre"): All lecture halls are equipped with induction loops; Range: The first four rows of seats (in HZ01 to HZ06); and first row only (in HZ08 to HZ15)
- Rechtswissenschaft und Wirtschaftswissenschaften (RuW-Building): Several rooms with induction loop systems
 - 1st floor, 1.OG: 1.101, 1.110, 1.201, 1.301: first three rows; 1.303: first two rows
 - 2^d floor, 2. OG: 2.101: first three rows; 2.202: first four rows
 - 3rd floor, 3.OG: 3.101, 3.201: first three rows
 - 4th floor, 4.OG: 4.101: first three rows; 4.201: full coverage
- House of Finance (HoF): Several rooms have induction loops
 - Ground floor, EG: E.01 Deutsche Bank, E.20 DZ Bank, E.21 Paris, E.22 Commerzbank
 - 1st floor, 1.OG: 1.26 Tokyo, 1.27 Dubai
 - 3rd floor, 3. OG: 3.36 Chicago, 3.45 Sydney: full coverage
 - 1st floor, 1. OG: 1.28 Shanghai, 1.29 Singapore: first three rows
 - 2nd floor, 2. OG: 2.45 Boston: first row
 - 1.13 Credit Swiss and Foyer: no induction loops
- *Psychologie, Erziehungswissenschaften und Gesellschaftswissenschaften* (PEG-Building) – Psychology, Educational and Social Sciences: Full coverage with induction loops in several rooms:
 - 1st floor, 1.OG: 1.G078, 1.G083, 1.G092, 1.G096, 1.G100, 1.G102, 1.G107, 1.G111, 1.G116, 1.G121, 1.G131, 1.G135, 1.G147, 1.G150, 1.G161, 1.G165, 1.G168, 1.G191, 1.G192
 - 2nd floor, 2.OG: 2.G070, 2.G074, 2.G084, 2.G089, 2.G094, 2.G098, 2.G102, 2.G107, 2.G121
 - 3rd floor, 3.OG: 3.G129, 3.G170
 - 4th floor, 4.OG: 4.G202
 - 5th floor, 5.OG: 5.G170



- *Präsidium und Administration (PA)*: Full coverage with induction loops in several rooms:
 - EG (Ground Floor): Foyer (Lobby), *Senatssaal*, P04, P05, P19, P20, P21, P22
 - 1st floor, 1.OG: 1.P32
 - 4th floor, 4.OG: 4.P19
- Seminarhaus ("Seminar Building"): Full coverage with induction loops in several rooms: EG (Ground Floor): 0.101, 0.105, 0.107, 0.109
- *Seminar-Pavilion*: No rooms with induction loops
- *IG-Farbenhaus*: No rooms with induction loops
- *IG-Farbenhaus Nebengebäude*: No rooms with induction loops
- *Casino*: No rooms with induction loops
- Casino-Anbau ("Extension Building"): Saal West: full coverage with induction loops; Saal East: No induction loops
- *Exzellenzcluster Normative Orders (ExNO)*:
Rooms E.01 and E.02: full coverage with induction loops

3.7.5. Niederrad Campus

In the *Audimax*, there is an FM (microport) system. If you need technical hearing support, you can borrow a receiving device from *Medientechnik*. This receiving device may be connected to headphones or an induction loop.

In the older lecture halls on this campus, there are induction loops and infrared devices, which may be connected to induction loop devices or headphones.

Successively, all lecture halls are to be equipped with FM systems.

The seminar/ course rooms and the labs (e.g. dissecting and histological labs) are currently not equipped with any assistive technologies.

3.8. Parking Spaces for Cars of Disabled People (Disabled Parking)

All of Goethe University's campuses and its underground car parks provide parking spaces for mobility-impaired persons' vehicles. For the locations of these parking spaces, please consult the maps at: https://www.uni-frankfurt.de/38090278/Lagepläne_und_Anfahrtsbeschreibungen (German).



In order to use the parking lots at Westend Campus and Bockenheim Campus on a regular basis, you need an access permit, which can be obtained at the **Head of Central Services**:

Gruppenleitung Zentrale Dienste

Campus Westend

PA-Building, Raum P 14a

Theodor-W.-Adorno-Platz 1

60323 Frankfurt am Main

Phone 069 798 12781

E-Mail: berndt@em.uni-frankfurt.de

Please show your disability (identity) card (*Schwerbehindertenausweis, Indicators/ Merkzeichen G or aG*). If you don't possess a disability card, please provide medical evidence concerning the nature and scope of your mobility impairment.

3.9. Parking Spaces for Rent

Persons who need a parking space for their car on a permanent basis may rent one: they can sign a contract with Goethe University. Severely disabled persons (*Indicators/ Merkzeichen: G, aG*) may rent a parking space free of charge, if they provide evidence of their disability using their disability identity card. If you don't possess a disability card, please provide medical evidence concerning the nature and scope of your mobility impairment instead. The appropriate application forms are available online; they may also be obtained via e-mail from Buildings and Facilities Management/ Central Services (*Immobilienmanagement/ Zentrale Dienste*) at the address given below.

Campus Westend

Immobilienmanagement/ Zentrale Dienste

PEG-Building

Theodor-W.-Adorno-Platz 1

60629 Frankfurt am Main

E-Mail: mietvertrag-parken@dlist.server.uni-frankfurt.de

3.10. Buildings and Facilities – Accessible Architecture

The buildings belonging in some sense to the ensemble of Goethe University are very heterogeneous. Accordingly, the accessibility situation of buildings, facilities and premises is likewise marked by huge differences. Especially on Campus Riedberg and Campus Westend, the university is still involved in a process of evolution and growth.

As a rule, architectural barriers are less common in newer buildings and facilities than in the more traditional buildings from another era, as in Bockenheim or Ginnheim. In many cases, the circumstances are far from satisfactory. However, the university pursues the aim and ambition to gradually enhance the accessibility of its structures.



At the moment, Goethe University does not have a guide on the technical and architectural aspects of its buildings and facilities. Requests and comments on this topic may be addressed to the Representative in charge, Ms. Bärbel Kupfer. Her e-mail address is: kupfer@em.uni-frankfurt.de. Please use these key words in the caption of your messages: *"Wegweiser bauliche Barrierefreiheit"* (Guide accessible architecture).

For concrete questions regarding accessible routes to and inside individual buildings, please contact the facility managers (*Objektbetreuer*) in charge. The appropriate person to contact for each campus is available on the university's website.

On Campus Niederrad (University Hospital Frankfurt of Goethe University), such questions are handled by HOST GmbH, Hospital Service + Technik, T: 069 63 01 43 56. Their e-Mail address is: info@host-gmbh.com.

In case of acute disturbances and disruptions with a facility, please notify the Clearing Centre for Technical Disturbances (*Störungssannahme*). Their contact details are available on the university's website.

Please note that, depending on your area of study and specialisation, you may have to cover rather long distances during your day at the university. We would like to ask you to consider this when you compose your individual schedule.

3.11. In Case of Emergency or Technical Disturbance

Depending on the type of emergency, you ought to call different contact persons/ institutions. In case of **acute danger**, you can always call the police at their emergency number **110**. In case of a fire, call **112 for the fire brigade**.

If you are faced with technical disturbances in one of the university's buildings or facilities, you can call the staff members and representatives in charge at Goethe University directly.

3.12. Personal Security Service on Campus

On campus, you can request the assistance of our personal security service (*Begleitservice*) to reach buildings, rooms, one of the exits or the car you want to use safely. This service is available on a 24/7 basis via the reception desk of the IG Farben Building, Phone 069 798 32250. Please call to request the service one hour in advance.

3.13. Reimbursement of the *Semesterticket*

Students of Goethe University can apply for a refund of the *Semesterticket* (subsidised semester ticket for public transport) with the *Härtefondsstelle* (Office for Urgent Cases (*Härtefondsstelle*)) of *Studentenwerk Frankfurt am Main*, if at least one of several pre-defined reasons applies to their personal situation.

The *Härtefonds* (Budget for Urgent Cases) is administrated by Studentenwerk Frankfurt on behalf of ASTA at Goethe University Frankfurt. Among the reasons justifying a refund are: Semester of Leave/ Absence (*Urlaubssemester*), health reasons, special social issues. The relevant application form may be obtained at the address below.



Refund applications must reach the *Härtefondsstelle* by the 21st day after the official beginning of instruction (*Vorlesungsbeginn*) as indicated for the current semester in the official course catalogue (*Vorlesungsverzeichnis*). As a rule, these deadlines fall at the beginning of May for a summer term, and at the beginning of November for a winter term. Please check the exact dates on the Studentenwerk's website. All applications must have been filed by that deadline. Applications received after that deadline are considered invalid.

Postal address:

Studentenwerk Frankfurt am Main

Anstalt des öffentlichen Rechts

Semesterticket-Härtefondsstelle

Post Office Box (Postfach) 90 04 60

60444 Frankfurt am Main

Phone 069 798 23088

E-Mail: haertefonds@studentenwerkfrankfurt.de

Visitor's/ Office address:

MainSWerk – Studentenwerk Frankfurt am Main

Beratungszentrum

Campus Westend

Hörsaalzentrum EG

Theodor-W.-Adorno-Platz 5

60323 Frankfurt am Main

Office hours: Monday to Thursday 9 - 17 h, Friday 9 - 15 h.



4.1. Official Funding – BAFöG

To receive BAFöG-Funding under the Federal Law for the Promotion of Training is a central funding option for German students with and without disabilities/ health impairments alike. Under some, quite restrictive, conditions, applicants who are not German citizens are also eligible for this option. We advise you to check with an expert whether this applies to you or not. General advice may be found with the National Association for Student Affairs/ Counselling Center (*Beratungszentrum des Deutschen Studentenwerks*) or its Disability Services at IBS (Information and Advice Centre, Studying with Disabilities: *Informations- und Beratungsstelle Studium und Behinderung, IBS*). Generally, BAFöG funding does not cover additional, disability-related costs. In some cases, different thresholds/ personal allowances (*Freibeträge*) and specifics concerning the calculations of funding eligibility (and the funding itself) may apply, however. For disability or health-related difficulties during your course of studies, there are certain special regulations concerning deadlines and the maximum duration of funding.

We recommend you consult a counsellor to discuss the details of your situation if you intend to apply for BAFöG funding. This is especially relevant if you are not a German citizen.

4.2. Grants and Funding Opportunities

Like all other candidates, applicants with disabilities or health impairments are encouraged to apply for grants, fellowships and other funding options. On our website *Inklusive Hochschule*, you will find a list of institutions that provide funding for students, some of them specifically for students with disabilities or health issues (list in German with some annotations in English). This list is non-exhaustive and is not intended to provide any recommendations on behalf of Goethe University.

A number of specialised institutions provide counselling and advice on the topic of grants and related funding options, among them *ZAV der Arbeitsagentur* (the Federal Employment Agency's International Placement Service, also in charge of disability affairs), the German Academic Exchange Service (DAAD) and many others.

4.3. State Funding and Financial Support for Disabled People

In Germany, personal disability-related assistance and care as well as assistive technologies are usually not provided by the university itself. Specialised institutions or companies provide services and equipment, while various funding agencies of the welfare state cover the costs – in part or completely. The legal instrument of *Eingliederungshilfe* plays a central part for German citizens.

Due to regulations in German Social Law, international applicants without German/ European citizenship cannot access all types of funding and support. To learn about the details of the pertinent rules and regulations, please visit our website *Inklusive Hochschule*: <https://inklusion.uni-frankfurt.de>. To find out what applies to your personal situation, please contact our counsellors, or consult a lawyer with detailed questions.



We urgently recommend exploring the options of your personal situation in relation to the German system of social support well ahead of time, as we regret to say that matters may become rather complicated, especially for international students. Although the university does not play an active part in the social support system, it is at your side and will provide counselling and advice as far as possible.

4.4. Housing: Student Residences

Studentenwerk Frankfurt am Main, the local branch of the National Association for Student Affairs, administrates a great number of student apartments for rent (*Wohnheim-Plätze*) at its student residences. Some apartments are designed to meet the needs of tenants with mobility impairments. For these disability-friendly apartments, applications of persons with a relevant disability are given priority. For many reasons, including high demand, we urgently advise you to apply for an apartment as soon as possible, if you plan to rent one.

In addition, the two Christian congregations (*Hochschulgemeinden*) at the University – Catholic (*KSG*) and Protestant (*ESG*) – also rent student apartments at their own residences.

KSG Website: <https://khg-frankfurt.de/beitrag/wohnen-fuer-studierende/>

ESG Website: <http://www.ev-studentenwohnheime.de/>

Furthermore, there is a small number of other institutions that offer disability-friendly student apartments for rent in student residences, where some impairment-related needs are met. For contact details and current offers, please turn to Studentenwerk Frankfurt. You will find the latest information online or directly at your Advisory Center (*Beratungszentrum*).

4.5. Housing: Housing Office, City of Frankfurt

A major source of student apartments and similar housing options is the local market. We advise you to use all possible options to see if you can find an option that suits your needs without external help. In addition, you may also address a request to the City of Frankfurt's Housing Office (*Wohnungsamt*), especially the "*Wohnberatung für behinderte Menschen und Senioren*", in charge of the situation of disabled people and senior citizens.

Amt für Wohnungswesen

Housing for senior and disabled citizens, and other housing options

Adickesallee 67-69

60322 Frankfurt am Main

Phone 069 212 38350

Fax 069 212 35404

E-Mail: Info.amt64@stadt-frankfurt.de

Website: <http://www.wohnungsamt.frankfurt.de>

Office Hours: Tuesday 8 - 12 h and 13 - 15 h, Friday 8 - 12 h



4.6. Using Public Transport and Mobility Assistance Services

Frankfurt's current system of public transportation only provides a certain degree of access to travellers with mobility (physical) impairments, despite continued efforts on behalf of the city administration to create a more accessible urban infrastructure.

The public transport providers VGF and RMV provide details on the status of escalators and elevators, as well as a list of all stations equipped with the latter, on their websites. Please see the sections "Barrier-free travel" (*Barrierefreies Reisen*) and "Persons with limited mobility – mobility for all" (*Mobilitätseingeschränkte – Mobilität für alle*) for more details. Moreover, RMV publishes a great deal of information concerning specific mobility impairments on its websites. All this information is also available in their mobile app.

The public transport provider VGF offers a mobility assistance service (*Begleitservice*). Travellers requiring active assistance and support in using the public transport system – also on a temporary basis – may use this service. Likewise, persons who need assistance finding their way (orientation) are eligible to receive mobility assistance. Whenever possible, the date of intended travel should be scheduled one week ahead of time. The service collects impaired travellers at home on the scheduled date and takes them to their destination using public transport. This includes the way back home from the station.

Service hotline: 069 213 23188; Service hours: Monday to Friday 8 - 15 h (subject to conditions)

Stadtwerke Verkehrsgesellschaft

Frankfurt am Main mbH (VGF)

Kurt-Schumacher-Str. 18

60311 Frankfurt am Main

Phone 069 213 03

E-Mail: Info@vgf-ffm.de

Website: <https://www.vgf-ffm.de>

Rhein-Main-Verkehrsverbund GmbH

Alte Bleiche 5

65719 Hofheim am Taunus

Phone 06192 2 94 0

Website: <https://www.rmv.de>



5. Service and Advice at Goethe University

5.1. Representatives for Inclusion at Goethe University

The Representative for Inclusion (*Inklusionsbeauftragte*) is in charge of coordinating, initiating and realising projects and measures/ activities regarding (disability) inclusion, with the exception of related building and architectural issues. She is the contact person on inclusion for offices inside and outside of Goethe University, for its governing bodies (*Gremien der Uni-versität*) as well as for all members of the university. The policy officer for Inclusion (*Referent für Inklusion*) supports the work of the Representative, sometimes adding initiatives of his own.

Inklusionsbeauftragte

Petra Buchberger
Campus Westend
PEG-Building, 1st Floor, Room 1.G055
Theodor-W.-Adorno-Platz 6
60629 Frankfurt am Main
Phone 069 798 18282
E-Mail: Buchberger@rz.uni-frankfurt.de

Referent für Inklusion

Christoph Trüper (M.A.)
Campus Westend
PEG-Building, 1st Floor, Room 1.G054
Theodor-W.-Adorno-Platz 6
60629 Frankfurt am Main
Phone 069 798 1829
E-Mail: Trueper@em.uni-frankfurt.de

5.2. Representative for Accessibility of the Built Environment

The Representative for Accessibility of the Built Environment (*Inklusionsbeauftragte in baulich-technischen Belangen*) is the university's contact person for questions concerning the accessibility of buildings and of the built environment, i.e. technical and architectural aspects of accessibility and inclusive environments. If you face systematic problems with the access of buildings, the accessibility of rooms and their use, as well as the technical and architectural features of rooms and structures, you are welcome to contact her.

Inklusionsbeauftragte in baulich-technischen Belangen

Frau Bärbel Kupfer, M. Sc. Dipl.-Ing. Architektin
Campus Westend
PA-Building, Raum 2.P 44
Theodor-W.-Adorno-Platz 1
60323 Frankfurt am Main
Phone 069 798 14158
E-Mail: kupfer@em.uni-frankfurt.de



5.3. Ombudspersons

The ombudsmen for students, faculty (except professors) and (graduate) research assistants are the persons to contact if you have any complaints or proposals concerning study and teaching affairs, the processes relating to PhD/ MD/ DD qualification (*Promotion*), or the university administration's work. They can advise you on the entire range of issues that may arise, e.g., if you feel you have been treated unfairly, or if you bring special requirements and needs to the academe that need to be considered specifically.

Ombudsperson for the Departments (*Fachbereiche*) 1 to 10

Westend Campus and Ginnheim Campus

IG-Farben Building

Norbert-Wollheim-Platz 1

60323 Frankfurt am Main

E-Mail: ombudsmann-FB01-10@uni-frankfurt.de

Ombudsperson for the Departments (*Fachbereiche*) 11 to 16

Riedberg Campus and Niederrad Campus

Geowissenschaften Building

Altenhöferallee 1

60438 Frankfurt am Main

E-Mail: ombudsmann-FB11-16@uni-frankfurt.de

5.4. Anti-Discrimination Center

Do you have questions about anti-discrimination or have you experienced a situation in which you felt discriminated against? Goethe University's Anti-Discrimination Center (*Antidiskriminierungsstelle*) is your first point of contact.

Antidiskriminierungsstelle

Near Westend Campus

IKB Building, Room 1130; HPF 21

Eschersheimer Landstr. 121-123

60322 Frankfurt am Main

Phone 069 798 18134

E-Mail: antidiskriminierungsstelle@uni-frankfurt.de

5.5. Psychological Counselling Service for Students

The Psychological Counselling Service (*Psychotherapeutische Beratungsstelle*) for Students is open to all Goethe University students seeking support with personal matters. This includes study-related issues (test anxiety / exam stress, work disruptions, etc.), as well as more personal problems (conflicts in relationships, identity issues etc.) or mental health issues (anxiety disorders, clinical depression, addiction).



Counselling is provided free of charge; there is no connection to health insurance agencies. Sessions are available by appointment only. Please make an appointment in advance, either personally or by phone. This service does not include the treatment of acute emergencies. Counsellors offer crisis intervention in exceedingly challenging personal situations, timely short-term interventions (e.g., before exams), as well as support during personal processes of change (e.g., processes of mourning or separation).

Psychotherapeutische Beratungsstelle (PBS)

Bockenheim Campus, Sozialzentrum/ Neue Mensa
Bockenheimer Landstr. 133
60629 Frankfurt am Main
Phone 069 798 22964
E-Mail: Anmeldung.pbs@em.uni-frankfurt.de

5.6. Psychotherapeutic Ambulances of Goethe University

5.6.1. Centre for Psychotherapy

The Center for Psychotherapy (*Zentrum für Psychotherapie*) is an (outpatient) facility of ambulant psychotherapeutic care; it does not cover the treatment of emergencies. It is part of the department of Clinical Psychology and Psychotherapy in the Institute of Psychology of Goethe University, and has a mandate for treating patients issued by Kassenärztliche Vereinigung Hessen – KVH (Association of Panel Doctors in Hesse). In total, the centre's team comprises 90 therapists.

Zentrum für Psychotherapie

Bockenheim Campus
Varrentrappstraße 40-42 (entrance to the right)
60629 Frankfurt am Main
Phone 069 798 25102
E-Mail: sekretariat-erw@zpt-gu.de
Web: www.psychotherapie-ambulanz-frankfurt.de

5.6.2. Academic Department of Psychoanalytic Outpatient Care

The Academic Department of Psychoanalytic Outpatient Care (*Psychoanalytische Hochschulambulanz*) is a facility of academic inquiry and offers psychotherapeutic short-term interventions, initial contacts/ discussions (*Erstgespräch/e*) and assistance in finding psychotherapeutic care facilities.



Psychoanalytische Hochschulambulanz

Westend Campus

PEG-Building, Room 5.G 002

Theodor-W.-Adorno-Platz 6

60629 Frankfurt am Main

E-Mail: Psychoanalytische.Hochschulambulanz@psych.uni-frankfurt.de

Phone 069 798 35299 or 01520 5136181 (personal response) (answering machine available)

5.7. Career Services

The Career Center seeks to establish active connections between the university, its graduates and local or (inter-)national companies and businesses. The aim is to facilitate a smooth and successful transition into the world of work upon graduation, fostering the long-term perspectives of Goethe University students, and later alumni. This includes coaching on career and examination issues.

Career Service

Westend Campus, Hörsaalzentrum

Theodor-W.-Adorno-Platz 5

60323 Frankfurt am Main

Phone 069 798 34556

E-Mail: cc@uni-frankfurt.campuservice.de

5.8. Inclusion Department at AStA

The Autonomous Inclusion Department at the General Student Union (AStA) – *Autonomes Inklusionsreferat des AStA* – provides support and information for students with chronic health impairments or disabilities

E-Mail: inklusionunifrankfurt@gmail.com

5.9. Further Facilities: Advice and Support at Goethe University

5.9.1. Psychosocial Counselling at Studentenwerk Frankfurt

Studying at university can be quite a challenge. If you hardly ever see the bright side of it at the moment, as you are primarily experiencing problematic issues, you are not alone: about one in four university students face psychological issues; some of them are severely affected. At the psychosocial counselling service of Studentenwerk Frankfurt (Student Union, National Association for Student Affairs), you can explain and explore your situation, and begin to search for solutions.

Psychosoziale Beratung

Westend Campus

Hörsaal Building, Ground Floor

60323 Frankfurt am Main

Phone 069 798 34905 or: 069 798 3492



5.9.2. Activities by Religious Congregations

5.9.2.1. Catholic

The Catholic university community offers a wide range of qualified counselling options for students from different walks of life and at various stages of their academic careers. Students may use these opportunities regardless of their own religious persuasions.

Please find further (contact) details on the web.

5.9.2.2. Protestant

The Protestant university community offers a wide range of qualified counselling options for students from different walks of life and at various stages of their academic careers. Students may use these opportunities regardless of their own religious persuasions.

Please find further (contact) details on the web.

5.10. Nightline

Nightline is a student listening line. You will find an attentive ear for your problems on an anonymous basis.

Service hours: Monday, Wednesday and Friday, 20 - 24 h.

Website: <http://nightlineffm.com>

5.11. Federal Employment Agency

The Federal Employment Agency (*Bundesagentur für Arbeit*) is a public institution that provides advice on the agency's special support programs for future academics and on the successful transition into the world of work.

Representation of the Federal Employment Agency on Westend Campus

Hörsaalzentrum

Theodor-W.-Adorno-Platz 5

60323 Frankfurt am Main

Service Hours Information Centre: Monday and Friday, 9 - 13 h

Representation of the Federal Employment Agency on Riedberg Campus

Biozentrum Mensa S121, EG (Ground floor)

Room 32 c

Max-von-Laue-Straße 9

60438 Frankfurt am Main

Available on the first Thursday of every month, 9 - 13 h

E-Mail: Frankfurt-Main.Berufsberatung@arbeitsagentur.de



5.12. Public Welfare Association Hesse/ Integration Office

The Public Welfare Association Hesse/ Integration Office (*Landeswohlfahrtsverband Hessen, LWVH/ Integration Office*) supports the employment of disabled people by providing advice and job-related assistance, including financial support, in the form of “accompanying aid” (*Begleitende Hilfen*). As some people with disabilities may be eligible for different sources of funding from different agencies, Independent Participation Counselling (*Unabhängige Teilhabeberatung*) is offered to facilitate the correct formulation of applications in advance. This kind of counselling is provided independent of the agency that allocates the funding.

On the association’s website, you will also find information about the Integration Offices (*Integrationsämter*), counselling concerning technological assistance, and sign language interpretation facilities, including a list of interpreters.

Visitor’s address:

Frankfurter Straße 44
65189 Wiesbaden

Postal address:

LWV Hessen, Integrationsamt
Postfach 3949
65174 Wiesbaden
Phone 0611 156 0

E-Mail: kontakt-integrationsamt@lwv-hessen.de

Webseite: <https://www.integrationsamt-hessen.de>

5.13. Social Association VDK

The *Sozialverband VDK* is a reputed nation-wide charity (social association). Its main areas of activity are political advocacy on social policies, and counselling on social issues and questions of social (security) law. Local experts provide pertinent advice on all matters of social (security) law (*Sozialrecht*) concerning, e.g., personal care and assistance, disability issues, public (mandatory) health insurance, basic social provision (*Grundsicherung*)/ transfer payments. They support their members in court proceedings with, and legal action against, funding agencies of the welfare state (*Kostenträger*) concerning financial issues, e.g., concerning public health insurance, pension funds, and other authorities. VDK assists its members in filing applications, completing official forms (*Formulare ausfüllen*), filing legal complaints, and supporting lawsuits. There is an annual membership fee; please refer to the VDK for details.



Sozialverband VdK Hessen-Thüringen (Hesse-Thuringa)

Bezirksgeschäftsstelle (Regional Office) Frankfurt am Main

Rechtsberatung/ Legal Advising

Ostparkstr. 37

60385 Frankfurt am Main

E-Mail: bgst.frankfurt@vdk.de

Website: <https://www.vdk.de/>

Phone 069 430886 0

Fax 069 430886 66

5.14. Support for Self-Help Groups

The Self-Help Contact Point Frankfurt (*Selbsthilfe-Kontaktstelle Frankfurt*) is a central contact point for all questions about self-help and advocacy activities in Frankfurt. It provides advice, support and information for people with self-help-related issues, their families, self-help/ advocacy groups, experts/ professionals, and the media.

Selbsthilfe e.V.

Sonnemannstraße 3

60314 Frankfurt am Main

Phone 069 55 93 58

Fax 069 55 93 80

E-Mail: service@selbsthilfe-frankfurt.net

Website: <http://www.selbsthilfe-frankfurt.net>

5.15. Representative for the Issues of People with Disabilities at the City of Frankfurt

The Representative for the issues of people with disabilities at the City of Frankfurt (*Beauftragter für die Belange behinderter Menschen der Stadt Frankfurt*) is tasked with communicating the issues and needs of disabled people to the various branches of the city's administration to increase awareness of disability issues at a municipal level.

Behindertenbeauftragter der Stadt Frankfurt am Main

Dezernat VIII – Soziales, Senioren, Jugend und Recht

Schillerstraße 20

60313 Frankfurt am Main

Phone 069 212 44980

Webseite: <http://www.frankfurt-inklusiv.de>



5.16. German Association of Blind and Visually Impaired People in Academic and Professional Environments

The German Association of Blind and Visually Impaired People in Academic and Professional Environments (*Deutscher Verein der Blinden- und Sehbehinderten in Studium und Beruf*) offers advice and text-related services for blind and visually impaired students. The association's newsletter tracks current developments.

5.17. Hessian Association of d/Deaf and Hard-of-Hearing/ Hearing Impaired People

The Hessian Association of d/Deaf and Hard-of-Hearing/ Hearing Impaired People (*Hessischer Verband für Gehörlose und Hörbehinderte Menschen e.V.*) and its social counselling centre is a primary point of contact for people with various "auditory issues" (D/deaf people, hard-of-hearing/ hearing impaired people, CI users, deafened people etc.), independent of age, nationality/ origin, or religious persuasion. Counselling is offered in German Sign Language (*Deutscher Gebärdensprache, DGS*), using tongue/ sound accompanying signs (*Lautbegleitende Gebärden, LBG*; signed German), or oral German.

A primary contact is possible without a pre-scheduled appointment at the first and third Tuesday each month, 10 - 12 and 13 - 18 h. Counselling may take place at the centre or online, via Skype. Furthermore, individual appointments may be arranged at: sozialberatung@hvghm.de.

Hessischer Verband für Gehörlose und hörbehinderte Menschen e.V.

Bornheimer Landstraße 48
60316 Frankfurt am Main
Phone 069 46 99 91 15
Fax 069 46 99 91 17
E-Mail: info@hvghm.de

Social counselling by this organisation:

E-Mail: sozialberatung@hvghm.de
Skype: sozialberatung@gl-hessen.de

Peer counselling by this organisation:

Fax 069 46 99 91 17
E-Mail: beratungszentrum@hvghm.de

Counselling is provided primarily via e-mail. An appointment can be scheduled if a face-to-face consultation is required. Counselling is then offered in person, using German Sign Language (DGS), assisted by interpreters.

Advising on technical devices/ aids (*Hilfsmittelberatung*), provided by this organisation:

Markus Maurer
E-Mail: hilfsmittel@hvghm.de



5.18. Bundes-/ Landesarbeitsgemeinschaft hörbehinderter Studenten und Absolventen e.V. (BHSA/ LHSA)

The Federal/ Regional Working Group of Hearing Impaired/ Hard-of-Hearing University Students and Graduates (*Bundes-/ Landesarbeitsgemeinschaft hörbehinderter Studenten und Absolventen e.V.*) supports hearing-impaired (hard-of-hearing) students throughout the course of their studies and later on, in the manner of self-help and advocacy groups. Activities include communication trainings, introductory seminars and a program of regular events.

The BSHA is a contact point for many persons and institutions throughout Germany on issues concerning hearing-impaired (hard-of-hearing) students in their daily lives. As one of few associations of people with hearing impairments, BSHA welcomes people from the whole spectrum of hearing impairments as its members (e.g., hard-of-hearing people, d/Deaf people, people with hearing loss/ acquired deafness, CI users etc.). Membership is not required to use the BSHA's counselling services.

Counselling is offered in oral German, German Sign Language and using tongue/ sound accompanying signs (*Lautbegleitete Gebärden*). The main medium of counselling is e-mail, via beratung@bhsa.de or the contact form on the website.

Counselling is also possible via fax (0322 268 59 365) or via (video) chat (by scheduled appointment); Skype/ oovoo-Chat: bhsa-chat. On request, and if a counsellor is available in the area, personal meetings in Kassel or in a place of the counselee's choice are also an option.

Geschäftsstelle (Service Center): Andreas Kammerbauer

Hinter der Hochstätte 2a
65239 Hochheim am Main
Fax 0611 835538
E-Mail: bhsa@uni.de
Website: www.bhsa.de

5.19. The Information and Advice Centre "Studying with Disabilities"

The Information and Advice Centre "Studying with Disabilities" at Deutsches Studentenwerk (German Student Union/ German National Association for Student Affairs), located in Berlin, offers a program of informative seminars for prospective students, new students and graduates with disabilities or chronic health issues. Furthermore, you can get your copy of the booklet "*Studium und Behinderung*" at the centre. If you have unusual issues to solve or the contact points and persons mentioned above have been unable to assist you in your individual case, you may also contact this centre directly.

The center's website provides a wealth of information, e.g., on financial options, personal and technological assistance, accommodations in exams ("*Nachteilsausgleiche*"), etc. You will also find a schedule of events hosted by the association, its regional subdivisions and other organizations.



Informations- und Beratungsstelle Studium und Behinderung (IBS)

Phone 030 297727 64, Fax 030 297727 69

E-Mail: studium-behinderung@studentenwerke.de

Website: <http://www.studentenwerke.de>

5.20. Studying Abroad/ Exchange Students' affairs

The German Academic Exchange Service (*Deutscher Akademischer Austauschdienst, DAAD*) is a rich source of information for students wishing to study abroad; or international students who would like to pursue their studies in Germany. The DAAD also offers advice many details on funding issues and grants.

Headquarters in Bonn:

Deutscher Akademischer Austauschdienst e.V. (DAAD)

Kennedyallee 50

D-53175 Bonn

Phone 0228 882 0

Fax 0228 882 444

Website: <https://www.daad.de/>

5.21. National Self-Help Association of Physically Impaired People

The National Self-Help Association of Physically Impaired People (*Bundesverband Selbsthilfe Körperbehinderter*) is an association of people with physical disabilities. Founded in 1955 by Eduard Knoll and headquartered in Krautheim, it is among the disabled people's advocacy groups with the richest traditions in Germany.

Phone 06294 4281 40

Fax 06294 4281 49

E-Mail: soziales@bsk-ev.org

5.22. International Placement Services

The International Placement Services (*Zentrale Auslands- und Fachvermittlung*) with the German employment agency is in charge of facilitating job placements for special groups/ professions, including disabled people.

ZAV (with German employment agency)

Villemomblerstr. 76

53123 Bonn

Phone 0228 713 1313

Fax 0228 713 1111



5.23. Federal Government Commissioner for Matters relating to Persons with Disabilities

The Federal Government Commissioner for the Interests of Persons with Disabilities (*Beauftragter der Bundesregierung für die Belange von Menschen mit Behinderungen*) has the legal mandate to oversee that the German federal government fulfils its responsibility to ensure equal living conditions for people with/ out disabilities, in all areas of social life.

Beauftragter der Bundesregierung für die Belange von Menschen mit Behinderungen

Mauerstraße 53

10117 Berlin

Phone 030 221 911 006.

Sign language Phone (DGS, via ISDN-line) 030 18 80 80 80 5

Fax 030 221 911 017

E-Mail: info.gehoerlos@bmas.bund.de

Website (multilingual): www.behindertenbeauftragter.de



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