

Where homeless people still find help despite the coronavirus!



Accommodation / emergency shelter and care programme

Opening hours: 3 pm to 11 am of the following day

- **Shelter Kollastraße 15** (Tel.: 040 / 52 10 27 624)
How to get to Kollastraße 15: Bus routes 5, 22, 39 and 281 take you to the Siemersplatz bus stop. From there it is about a 5 minute walk. The nearest underground station is the Hagendeel stop on the U2 line.
The **shuttle bus** leaves at **5 pm** from the main station to the Kollastraße shelter and **at 10.30 am** from the Kollastraße shelter to the main station.
- **Shelter Friesenstraße 22** (Tel.: 040 / 428 35 37 49)
How to get to Friesenstraße 22: Take the S-Bahn (S3/S31) to the Hammerbrook stop. From there it is about 10 minutes' walk. This centre is also suitable for people with physical disabilities, e.g. people who are dependent on a wheelchair.
- **Pik As**, Neustädter Straße 31a, 20355 Hamburg (Tel.: 040 / 427 31 20 59)
Emergency overnight accommodation for men and persons (men and women) with dogs.
- **FrauenZimmer – emergency overnight shelter for women**, Hinrichsenstraße 4a (Tel.: 040 / 25 41 87 21)
- **Emergency overnight shelter for women, Horner Landstraße 85** (Tel.: 0176 428 611 61)
How to get to Horner Landstraße 85: Take the underground (U2) to the Rauhes Haus stop. From there take the bus route 116 to the bus stop Culinstraße and walk for about 2 minutes.

At all these shelters you will also find hygiene facilities, food and clothing.



Food banks and other forms of assistance

-  **Day centre Hinrichsenstraße**, Hinrichsenstraße 4: Mon - Sun. Serving a hot meal from 12 noon to 3 pm.
-  **Day centre Bundesstraße**, Bundesstraße 101, open Mon to Fri, 11 am to 3 pm for postal addresses or allowances and telephone advice. Serving a hot meal from Mon to Fri from 11 am to 3 pm. Limited shower facilities. Medical consultation hours Mon and Wed from 11 am to 2 pm.
-  **StützPunkt**, Norderstraße 44, serving of pretzels, a warm soup and drinks from Mon to Fri, 10 am - 12 noon, use of the toilet on site possible.
-  **CaFée mit Herz**, Seewartenstraße 10, House 2, serving breakfast (packed lunch) Mon to Fri 7 am to 10 am each day. Hot meals Mon to Fri, 2 - 4 pm each day. Medical care (Stupoli surgery) every Friday, 2 - 4 pm.
-  **Herz As**, Norderstraße 50: Mon, Tue, Thu: 10 am to 4 pm, Wed: 10 am - 5 pm, Fri: 10 am - 3 pm, at the moment no regular day stays / handing out of packed lunches and drinks (Mon, Tue, and Thu from 10 am also hot meals subject to availability). Postal administration continues. Please call 040 / 233 66 7 before picking up your mail.
-  **Kemenate** (for women only) Charlottenstraße 30, Tel.: 040 / 430 48 59 (female visitors): Mon, Thu, Sat, Sun. 2 pm - 7 pm, Wed: 10 am - 3 pm, provision of packed lunches, no stay. Collection of mail possible. No medical consultation. The shower, toilets and washing machines remain accessible to visitors.
-  **Ali-Maus**, Nobistor 42: Handing out of packed lunches, Mon - Sun, 12 noon - 1:30 pm. Emergency medical care (no medical assistance) Mon and Wed, 11 am - 1 pm both days.
-  **Alimaus Kältebus**: Handing out of packed lunches.
-  **Haus Bethlehem**, Budapester Straße 23 a: Food distribution on Sundays from 2 - 4 pm in front of the door.

Other offers (see overleaf) →

-  **Soup kitchen St. Georg**, Koppel 1, (main railway station) church entrance: Friday food distribution, water and hot soup. Outside the church and at an appropriate distance an emergency team helps out.
-  **Caritas**: A team of two currently cycles through the city centre from Monday to Friday, handing out packed lunches and water. For 2 - 3 hours each day, on 2 days in the morning on the other 3 days in the afternoon.
-  **Midnight bus**: Hands out packed lunches during its rounds in the evening, Mon - Sun from 8 pm.
-  **The Hamburger Tafel food bank provides information** <https://hamburger-tafel.de/hamburger-tafel-und-corona/uber-ihre-Angebote>.



Hygiene / public toilets

- **Emergency shower programme for homeless people at the St. Pauli indoor swimming pool (Bäderland und GoBanyo)**, Budapester Straße 29, free showers, opening hours: Mon, Wed, Sat from 10 am - 2 pm each day. Admission via the rear entrance.
- **Shower bus GoBanyo**, Thu and Sun, 10 am - 2 pm each day, at the Millerntor shelter.
- **Public toilets that can be used free of charge – locations**: at the **Sternschanze S-Bahn station** (on the street "Sternschanze" at the S-Bahn station exit); in **Antonipark** (coming from the corner of Pinnaßberg/Heidritterstraße); on the **forecourt of the Berliner Tor S-Bahn station** (on the street "Beim Strohhaus" at the Berliner Tor S-Bahn and U-Bahn entrance next to the Switch-Point) as well as the low-threshold toilets at the **corner of Stralsunder Straße/Steindamm** (directly at Hansaplatz) and in **Schulterblatt / corner of Susannenstraße**.



Medical care (in addition to the regular medical assistance/care, e.g. in hospitals etc., the following offers are available for homeless people:)

- **ArztMobil Hamburg**, Saturdays: Düppelstraße (opposite the Neue Flora theatre) 2 - 3:45 pm, then the shelter at Friesenstraße 22, 4 - 7:30 pm (longer if necessary), Sundays: Reeperbahn 100 (in front of KFC) 12 noon - 2:30 pm (longer if necessary), Hafenstraße 2:45 - 3:45 pm; on Sundays also Haus Bethlehem. On Sundays the venues alternate every 14 days (on 03.05.2020: Reeperbahn, on 10.05.2020 Haus Bethlehem). Handing out of lunch packages. Changes may be made at short notice.
- **Caritas mobile clinic**: Consultation hours as scheduled. Timetable available online at: <https://www.caritas-hamburg.de/hilfe-und-beratung/arme-und-obdachlose/krankenmobil/krankenmobil>
- **Mobile health clinic Alimaus**: The resumption of this service is currently under review.
- **Caritas medical practice**, Norderstraße 44, general medical consultation hours: Tuesdays 1 - 4 pm, Thursdays 3 - 6 pm; psychiatric consultation hours: Wednesdays 1 - 3 pm
Medical practice Pik As (Neustädter Straße 31a): General medical consultation hours: Wednesdays 4 - 7 pm, psychiatric consultation hours: Tuesdays 2 - 5 pm.
- **Medical practice Achterdwers** (Achterdwers 7-13): Consultation hours as scheduled. General medical consultation: Thursdays 1 - 4 pm.
- **Stupoli clinic** (at CaFée mit Herz, Seewartenstraße 10, House 2): Fridays, 2 – 4 pm.

Other facilities

-  **Jobcenter team.arbeit.hamburg, sub-shelter Altstadt** (Kleine Reichenstraße 2): A telephone hotline has been set up. Tel.: 040 / 28665555, this is staffed from Mon to Wed, 8 am - 4 pm, Thu 8 am - 5.30 pm and Fridays 8 am - 2 pm. E-mails can be sent to the following address: team-arbeit-hamburg.Altstadt-X263@jobcenter-ge.de, the house mailbox is emptied regularly. Applications can also be made informally.
-  **Bahnmissionsmission Hamburg-Hauptbahnhof**, Steintorwall 20 (Important: Currently in front of the main station exit of the Wandelhalle towards Spitaler Straße, on the right behind the taxi rank in front of the Kunsthalle) The shelter is being maintained in principle, although a longer stay is not possible.
-  **Contact point for homeless EU citizens - Plata -**, Rosenallee 11, Tel: 040 / 28 00 43 11 or 040 / 28 00 43 12: Telephone advice.
-  **Kleiderkammer to go (Caritas)**, Danziger Str. 66, open Monday to Friday, 10 am to 2 pm. Clothing / clothing parcels are handed out in a room in the centre.

Further offers and changes as well as a current version of the handout are regularly published on the internet at: <https://www.hamburg.de/obdachlosigkeit> or <https://www.hamburg.de/coronavirus/13735702/obdachlosenhilfe>.