Handbook for your arrival to Frankfurt (Oder) in the winter semester 2020/21

Version as of: 16th of September 2020
Dear international students,

Welcome to Viadrina University! In order to facilitate your arrival and the beginning of your studies at our European university in Frankfurt (Oder), we have prepared this compact information guide for you. In a step-by-step manner, the guide provides useful information for planning your travel to Germany, your arrival at your student residence of the local Studentenwerk, up to the end of the obligatory (shortened) quarantine period. We hope it and explains all formalities concerning your arrival at your new study location during Covid 19.

For the newly enrolled students of European University Viadrina in the winter semester 2020/21, the university has developed a suitable procedure in close cooperation with the Studentenwerk Frankfurt (Oder) and the local health authorities, which takes into account the current situation and also ensures an intensive support for our students.

In the wake of the ongoing COVID-19 pandemic, the German Federal Ministry of Health, the Federal Foreign Office and the Federal Ministry of the Interior, Building and Community have jointly designated (international) risk areas. Since changes may occur at short notice, we cannot know at this point in time what the situation will look like in a few days or weeks. However, in order to give all international students the chance of finding a place of residence, we have summarised the most important conditions for international students arriving from risk areas in this handbook.

For all questions related to the procedure, you may contact us by phone +49 (0) 335 5534 4295 (Tuesday to Thursday, 10:00am - 12:00 pm and 1:00 - 3:00pm) or by mail at any time via intoffice@europa-uni.de
Anyone who enters the Federal Republic of Germany having spent time in a risk area up to 14 days before their arrival is obliged to proceed directly to their own home or another suitable accommodation and self-isolate there for 14 days. This does not apply if the person only travelled through a risk area without spending time there. The competent public health office monitors the quarantine obligation. Find your local public health office here: tools.rki.de/PLZTool/.

Regulation of the quarantine obligation falls under the jurisdiction of the Federal Laender. Please visit the website of the Federal Land wherein you reside or will be staying for detailed information on its specific quarantine regulations.

Anyone who has stayed in a risk area at any point 14 days prior to entry must report immediately to the local health authority and provide the address of their current stay.

Quarantine regulation of the state of Brandenburg

The current version of the regulation of the Federal State of Brandenburg on quarantine measures for people entering and returning from risk areas can be found under the following link:

https://bravors.brandenburg.de/verordnungen/sars_cov_2_quarv
Corona risk areas

A daily updated overview on corona risk areas, provided by the Robert Koch Institute (RKI), the German federal agency for disease control and prevention can be found here:

https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogebiete_neu.html

Please note: Whether you ultimately have to be quarantined is not a matter of your nationality, but rather depends on whether the region from which you are travelling from is officially listed as a corona risk area by the Robert Koch Institute (RKI).

ATTENTION: As the epidemiological situation worldwide is still volatile and therefore, the infection rate can change rapidly at any time, we recommend to check the official list of the RKI reguarly. That way, you can ensure immediately before your departure that the region from which you are travelling has not been retroactively declared a risk area and that you are therefore subject to the quarantine procedure.

Shortened quarantine period - in case of two negative corona tests

To shorten the quarantine period, two negative test results for SARS-CoV-2 must be submitted to the local health authorities.
You can be tested for SARS-CoV 2 for the first time upon your arrival in Germany, for example at the airports Berlin-Schönefeld (SXF), Berlin-Tegel (TXL) or Frankfurt am Main (FRA). As of today, these tests are still free of charge for all incoming travellers from risk areas. Also, you do not need to have statutory health insurance in Germany. However, the regulations regarding the cost coverage for corona tests can change abruptly. We therefore recommend that you regularly check the website of the Federal Ministry of Health for any changes. Alternatively, if you wish, you can take the test in your home country – in this case, at your own expense. The test must be taken in a member state of the European Union or in another state listed by the Robert Koch Institute at www.rki.de/covid-19-tests up to maximum 48 hours (2 days) prior to your arrival. If you are travelling by train, long-distance bus or private car, you must either be able to present a test that was taken no more than 48 hours ago (e.g. from test centres at border crossings, railway stations, bus stations or seaports) or be tested by the local health authorities or a local doctor within 10 days.

Please contact the federal medical on-call service (tel. 116 117), in order to obtain information about the responsible medical practice on site. As of today, the costs for this test are covered for incoming travellers from risk areas.

Please note: in order to get to the testing venue (and for this purpose only!) you may temporarily leave your apartment. Afterwards, however, you must return immediately to your quarantine!

Please not that it might take a few days to receive your test result. As long as no negative test result is available, you must in any case enter home quarantine. Anyone on their homeward journey from the port/airport should avoid close contact with third parties, the general DHM measures still apply: Distance, Hygiene, Community Mask.

Once you have received the test result, you should again immediately contact the local health authority by e-mail (infektionsschutz@frankfurt-oder.de)
Second Test

A **negative test result** can only ever represent a snapshot. To shorten the quarantine period, a second corona test must therefore be carried out approximately **5 - 8 days** after arrival. The **costs therefore will be covered** by the **European University Viadrina**. As soon as the responsible public health authorities receive a second negative test result, you’re going to be **released from quarantine**.

For more detailed information on the legal provisions on the corona test obligation for people returning from international risk areas, please click on the following links:


https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Transport/BMG_Reisende_Tab.html
You should organize your arrival between the **beginning of September** and the **end of October 2020**, ideally. To ensure that everything runs smoothly, it is of **prime importance** that you provide us with comprehensive information by filling out in an **online questionnaire** upon arrival. In addition, before travelling, please check whether you've received from us a **letter of presence** confirming that you're required to be present on campus for study purposes.

If possible, a student tutor can accompany on your way from the airport or train station to your accommodation – in accordance with the current rules of hygiene and distance. Furthermore, the questionnaire enables you to tell us what additional **equipment** you require for the initial period in your accommodation (e.g. LAN cable for the Internet connection in your room, water kettle, adapter for terminal electronic device, etc.). When filling out the questionnaire, we urgently request that you provide us with as **much information** as possible! Based on this information we can plan the next steps for you more efficiently.

**Declaration of consent:**

By completing the online questionnaire, you agree to the **storage** and **forwarding of** your personal data to
- the **local health office** (Logenstraße 6, 15230 Frankfurt (Oder) and
- the **Studentenwerk Frankfurt (Oder)** (Paul-Feldner-Straße8, 15230 Frankfurt (Oder).

After the quarantine period has expired, all personal data will be **immediately deleted**.

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**TO DO**

- **Send questionnaire to the European University Viadrina Frankfurt (Oder):**
  https://forms.gle/q7jwwQaE59mV9C187 (link)

- **Have I received my letter of presence from Viadrina?:**
  international@europa-uni.de (e-mail)
If you would like to live in a student residence hall run by the Studentenwerk Frankfurt (Oder), please submit your application form for a place of residence online as soon as possible. In order to facilitate the quarantine period, we provide places of residence to all affected international students exclusively at the residences at Mühlenweg and August-Bebel-Straße. Correspondence and the conclusion of the tenancy agreement is carried out online via e-mail with the Studentenwerk. By using an appointment system, you can arrange an appointment for handing over the keys with the responsible caretaker in the respective residence halls, (ideally in consultation with your student tutor). The Studentenwerk Frankfurt (Oder) will also provide you with a comprehensive overview of the most important behaviour and hygiene regulations during the time in quarantine.

Contact persons of the Studentenwerk:

Dormitory August-Bebel-Straße 36-53: Mrs. Koeppe, Tel.: +49 (0) 335 5650958
Dormitory Mühlenweg 34-36a: Mrs. Straube-Seiring, Tel.: +49 (0) 335 5650953


- If arriving from a risk area: transfer the deposit, the costs for the SIS-Pack and, if required, the costs for the "Lunch Deal" for five days (5 lunches x 5.00 € = 25.00 €) to the Studentenwerk (Total amount: 375,00 €)
- If arriving from a non-risk area: transfer the deposit to the Studentenwerk (Total amount: 300,00 €)

Send the signed rental contract in advance by e-mail to the Studentenwerk: wohnen@swffo.de
Send the SEPA Direct Debit Mandate signed in advance by e-mail to the Studentenwerk (if you have a German bank account, or if you do not yet have one, it must be submitted later): wohnen@swffo.de

Make an online appointment with the caretaker to hand over the keys 48 hours before arrival (You’ll receive the link after signing your rental contract)

- If arriving from a risk area: please choose your food for five consecutive days (except weekend days) by checking the current weekly menu here: http://www.studentenwerk-frankfurt.de/2011/index.php?lg=de&rt=Frankfurt&ct=Gastronomie&ct=Home&city=&style=&ct=Gastronomie&lk=Speiseplan
- If arriving from a risk area: order your food for five consecutive days via mail (except weekend days): verpflegung@swffo.de

Where I live

Prior to your arrival

- "Where I live"
Prior to your arrival

• "I'm packing my bag"

Other important information prior to your arrival:

We strongly recommend that you carry a **sufficient amount of cash** (approx. 300 - 400 €) for the first days on site to cover all costs for groceries, toiletries, household items or other personal expenses.

Most likely, you will **not be able to wash your clothes** during quarantine. Therefore, you should urgently make sure that you pack sufficient clean laundry for a period of 8 – 14 days.

To be on the safe side in case of an emergency, we strongly advise you to carry a well-equipped **first-aid kit** with all necessary **medication**, personal **hygiene items** (shower gel, shampoo, soap, toothbrush, toothpaste, etc.) and a sufficient number of **towels**.

You will receive all other necessary **items** for your place of residence with the so-called **SIS-Pack** (Contains: plate, cup, cutlery, pillow, duvet, bed linen, fitted sheet, pot, pan, trash bags, toilet paper) from the Studentenwerk Frankfurt (Oder). The cost of the SIS-Pack is **50.00 €** and will be transferred to the Studentenwerk in advance together with the deposit. The purchase of the SIS-Pack is **obligatory** for all **international students from risk areas**.

For international students who arrive from **non-risk areas** (and therefore do not have to be in quarantine) a SIS-Pack can also be purchased, if desired, but is not a must.

**TO DO**

- Pack sufficient **mouth-nose protection** (e.g. masks)
- Pack **hygiene products** such as shampoo, toothbrush etc. (8-14 days to get along)
- Pack **enough clean clothes and towels** (8-14 days to get by)
- Bring a **first-aid kit** with all necessary medication
- Pack **LAN cable and adapter for your terminal device** for your internet use
- **Cash**: carry approx. **300-400€** with you

All other important information on the contact persons at the Studentenwerk Frankfurt (Oder) can be found under the following link:

Right after your arrival at the residence, you are obliged to report to the local health authorities by sending an e-mail to infektionsschutz@frankfurt-oder.de (in English, German or Polish). Please note that this procedure is mandatory and disregarding this obligation can result in paying a heavy fine.

Please use either the following form or the following exit card to get in touch with the Frankfurt (Oder) Health Authority:

**GERMAN:**

**ENGLISH:**
https://www.bundesgesundheitsministerium.de/fileadmin/Dateien/3_Downloads/C/Coronavirus/Aussteigekarte/Anlage_2_Aussteigekarte_EN.pdf

OR the text template below. If using the text template, then please replace the orange marked information with your respective personal details:

Dear Sir or Madam,

herewith I would like to inform you that I, first name, surname, (date of birth) have arrived to city, airport/railway station/bus station from city, airport/railway station/bus station on the date using the connection flight(-number)/train(-connection)/bus(-connection) at time of arrival and then continued my journey to my accommodation in Frankfurt (Oder)/Berlin/other.

For the initial period of quarantine I am accommodated in street, house number and/or flat number, post code, city.

You can reach me by phone telephone number or by e-mail.

I currently suffer from the following typical symptoms: [fever, cough, loss of smell or taste or shortness of breath] / don’t show any typical symptoms.

I will submit proof of testing for an infection with SARS-CoV-2 to you immediately after receipt.

For any further questions, I’ll be gladly at your disposal.

Kind regards,
First name, surname
Once you have contacted the local health authorities for the first time, your time in quarantine **will be counted**. Within this period, you are obliged to contact the health authorities by e-mail or telephone **every day**.

Please note again: Whether you have to be quarantined does not depend on your nationality, but on the question whether the region from which you are travelling is officially listed as a corona risk area by the Robert Koch Institute (RKI). You can find a current overview here:

https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogebiete_neu.htm

**ATTENTION:** As the epidemiological situation worldwide is still volatile and therefore, the infection rate can change rapidly at any time, we recommend to check the official list of the RKI regularly. That way, you can ensure right before your departure that the region from which you are travelling has not been retroactively declared a risk area and that you become therefore subject to the quarantine procedure.

**TO DO**

✔️ Handing over the original signed rental contract to the caretaker when picking up the keys

✔️ Report to the health office immediately upon arrival: infektionsschutz@frankfurt-oder.de (e-mail)

✔️ Check the inventory list with your room/apartment
During your quarantine period

"That’s how I get my supplies"

Please note that during quarantine you are subject to an **absolute ban of going out and/or receiving guests**. This means that during the quarantine you are not allowed to leave the house or flat (not even for shopping, for a walk or other sports activities) or to invite other people to your apartment. Whoever doesn’t enter and remain in quarantine for the designated period, commits a criminal offence!

Remember: this measure is not only meant for your own protection, but also for ensuring the safety of your neighbours and all other people around you. If you break these rules, you alone bear the (financial) consequences - and these can potentially be very expensive. The European University Viadrina cannot cover the costs on no account.

**Food and groceries during quarantine**

During the quarantine period, we are going to offer you a comprehensive shopping service, of which you can make use of upon demand. Therefore, you will remain in close contact with dedicated student tutors who can go grocery shopping for you **two to three times a week** in nearby supermarkets or other shops. The handing over of the products will take place in compliance with the usual hygiene regulations, in particular by keeping a safe distance of at least two metres. The student tutors will clarify the exact details and shopping list with you in person. In addition, these tutors will initially be available to answer all your questions about your studies and everyday life at Viadrina.

**Food delivery service by the Studentenwerk:**

In order to provide you with a yummy lunch during your quarantine period and that you already get to know the talent of our Mensa chef, the Studentenwerk offers you the exclusive opportunity to have your lunch delivered directly to your door. This "Lunch Deal" costs **only 25.00 €** and includes the daily delivery of food for five consecutive days from Monday till Friday (excluding weekends).
By clicking on the following link you may check the up-to-date menu and the preview for the following two weeks:


We kindly ask you to indicate in the online questionnaire whether you wish to accept the above-mentioned lunch deal. In Frankfurt (Oder), there is also a decent number of caterers and delivery services that can deliver hot meals, either at lunchtime or throughout the day.

These include among others:

- Party-Service Henry Binder: https://www.partyservice-binder.de/
- Jake’s Burger Pizza and More: https://www.lassjakes.com/
- Domino’s Pizza Frankfurt (Oder): www.dominos.de
- City Sushi Frankfurt (Oder): http://city-sushi-ffo.de

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**Garbage disposal**

During your time in quarantine, your garbage disposal will be managed by the respective caretakers in Mühlenweg and August-Bebel-Straße. For that, please leave your garbage outside your flat door on **Wednesdays, by 10 a.m. at the latest (!)**.
Medical emergencies

In the appendix of this guide, you will find a compact list of doctors and medical practices in Frankfurt (Oder) and the surrounding area. In addition, you will find more detailed information in which medical practices you can communicate in English, Polish or Russian.

In case of an acute medical emergency, hospitalization to the local hospital, the Health Campus in Frankfurt (Oder)-Markendorf, can also be arranged.

Contact details of the hospital in Frankfurt (Oder)-Markendorf

Klinikum Frankfurt (Oder) GmbH - Müllroser Chaussee 7, 15236 Frankfurt (Oder)

Central telephone number: 0335 548-0

https://www.klinikumffo.de/klinik/kontakt.html

If the symptoms are not acutely life-threatening please contact

· A general practitioner during their consultation hours;
· Outside the consultation hours of the local resident doctors, the national emergency medical service for panel doctors can be contacted on 116 117, www.kvbb.de

Ambulance service: 112

In case of toothache (please note: no dentalcare possible in the hospital!):

Dental emergency service Frankfurt (Oder): www.kzvib.de
Ophthalmological on-call service Tel.: 0180 558 2223465
During your quarantine period

"What I need to do right away"

Registration and handover of the apartment

Within the first three days, please check the equipment in your room and shared facilities and note any defects. Send the signed inventory list to the Studentenwerk Frankfurt (Oder) in advance by e-mail.

Afterwards, please apply for an online appointment with the responsible residents’ registration office/citizen's office for the time after the quarantine to register here as a resident in Frankfurt.

TO DO

✔️ Send a signed inventory list in advance by e-mail to the Studentenwerk (within the first three days after your arrival): wohnen@swffo.de (e-mail)

✔️ Make an online appointment with the residents' registration office/citizen's office: https://www.frankfurt-oder.de/Verwaltung-Politik/Verwaltung/%C3%84mterverzeichnis/index.php?object=tx%7C2616.11&ModID=10&FID=2616.1476.1&ort=2616.2 (link)

Quarantine shortening after handing in 2nd negative corona test

Approximately **five to eight days after your arrival**, we will inform you immediately about group appointments for the compulsory **second corona test**. This test is either carried out by selected general practitioners, the public health officer of the city of Frankfurt (Oder) or bundled at a special corona test centre on site. **Either way, the European University Viadrina covers the costs for the second test.**

As soon as the responsible health authority receives a second negative test result, the health authority can release you from quarantine and you can move freely again. **Afterwards**, you can take care of all further formalities - and of course get to know your new place of study Frankfurt (Oder) and Šlůbsice.
Next steps

- "I have to do that now"

**TO DO**

- Handing over the original signed inventory list to the caretaker on site
- Opening up a bank account (if not done yet)
- Enrolment at university, payment of semester fee
- Sending your certificate of matriculation to the Studentenwerk by e-mail: wohnen@swffo.de (e-mail)
- Make an appointment at the residents' Registration Office/Citizen's Office (bring your certificate of accommodation with you)
- Register for the national broadcasting fee: https://www.rundfunkbeitrag.de/buergerinnen_und_buerger/formulare/anmelden/index_ger.html (link)
- Handing over the original signed SEPA Direct Debit Mandate to local caretaker or by mail to the Studentenwerk Frankfurt (Oder), Paul-Feldner-Straße 8, 15230 Frankfurt (Oder)
- Take out health insurance (if not done yet)

And don’t forget:

If, despite a negative test result, you are suffering from typical COVID-19 symptoms after leaving quarantine (breathing difficulties, coughing fits, fever or loss of sense of smell and taste) within a week or two, you must immediately contact the local health authority again. You should also contact a local general practitioner immediately (preferably by telephone first).

Corona-related measures in Poland

As we are located in the region of the German-Polish border, we also strongly advise you (especially if you intend to enter Germany via Poland or plan to stay in the neighbouring Polish city of Słubice) to keep yourself up-to-date about the latest information and containment measures of the Polish government.

Your contact persons @ Viadrina international Affairs:

- **Annelen Horsås** (Contact person for Viadrina College students)
  Phone: + 49 (0) 335 5534 4499
  college@europa-uni.de

- **Bernd Schünow** (Contact person for international exchange students)
  Phone: + 49 (0) 335 5534 2365
  students-in@europa-uni.de

- **Mateusz Weis-Banaszczyk** (Contact person for international degree-seeking students)
  Phone: + 49 (0) 335 5534 4295
  intoffice@europa-uni.de

All the best and stay healthy!
Viadrina International Affairs
Step by Step – das ist zu tun | Step by step – that has to be done

Send the questionnaire to the European University Viadrina Frankfurt (Oder):
https://forms.gle/q7jwwQaE59mV9C1S7 (link)

Apply online for a place of residence at the Studentenwerk Frankfurt (Oder):
lg=de&rt=Frankfurt&ct=Wohnen&sct=Home&city=Frankfurt&style=&lk=Antraege#AnkerTop (link)

If arriving from a risk area: transfer the deposit, the costs for the SIS-Pack and, if required, the costs for the "Lunch Deal" for five days (5 lunches x 5.00 € = 25.00 €) to the Studentenwerk (Total amount: 375.00 €)

If arriving from a non-risk area: transfer the deposit to the Studentenwerk (Total amount: 300.00 €)

Send the signed rental contract in advance by e-mail to the Studentenwerk: wohnen@swffo.de (e-mail)

Send the SEPA Direct Debit Mandate signed in advance by e-mail to the Studentenwerk (if you have a German bank account, or if you do not yet have one, it must be submitted later): wohnen@swffo.de (e-mail)

Pack sufficient amount of mouth-nose protection

Pack hygiene products such as shampoo, toothbrush & co. (to get by 8 - 14 days)

Pack enough clean clothes and towels (to get by 8-14 days)

Pack enough clean clothes and towels (to get by 8-14 days)

Pack LAN cable and adapter for your terminal devices for Internet use

Carry approx. 300 - 400 € cash

Make an online appointment with the caretaker to hand over the keys 48 hours prior to your arrival (You’ll receive the link after signing your rental contract)

If arriving from a risk area: please choose your food for five consecutive days (except weekend days) by checking the current weekly menu here: http://www.studentenwerk-frankfurt.de/2011/index.php?
lg=de&rt=Frankfurt&ct=Gastronomie&sct=Home&city=&style=&ct=Gastronomie&lk=Speiseplan

If arriving from a risk area: order your food for five consecutive days via mail (except weekend days): verpflegung@swffo.de (link)
Step by Step – das ist zu tun
Step by step – that has to be done

- Hand over the original signed rental contract to the caretaker when picking up the keys
- Report to the public health authorities: infektionsschutz@frankfurt-oder.de (e-mail)
- Check the inventory list with your room/apartment
- Send a signed inventory list in advance by e-mail to the Studentenwerk (within the first three days after your arrival): wohnen@swffo.de (e-mail)
- Make an online appointment with the residents' registration office/citizen's office: https://www.frankfurt-oder.de/Verwaltung-Politik/Verwaltung/%C3%84mterverzeichnis/index.php?object=tx%7C2616.11&ModID=10&TID=2616.1476.1&ort=2616.2 (link)
- Hand over the original signed inventory to the caretaker on-site
- Open up a German bank account (if not done yet)
- Enrollment at university, payment of semester fee
- Send your certificate of matriculation to the Studentenwerk by e-mail: wohnen@swffo.de (e-mail)
- Make an appointment at the Residents' Registration Office/Citizen's Office (bring your certificate of accommodation with you)
- Register for the national broadcasting fee: https://www.rundfunkbeitrag.de/buergerinnen_und_buerger/formulare/anmelden/index_ger.html (link)
- Hand over the original signed SEPA Direct Debit Mandate to local caretaker or by mail to the Studentenwerk Frankfurt (Oder), Paul-Feldner-Straße 8, 15230 Frankfurt (Oder)
- Take out health insurance (if not done yet)