

## Table of Contents

Advice and emergency numbers	2
Counselling and help	2
Welcome Center	2
Commissioner for Integration and Participation & Integration department	2
Migration counselling and youth migration counselling	3
Regional advice centres	5
Help and counselling in cases of violence	9
Emergency numbers	12

## Advice and emergency numbers

### Counselling and help

#### Welcome Center

The Welcome Center **supports skilled workers** when they arrive in the Görlitz district. Do you have questions about visas, language courses or professional recognition? Then contact the Welcome Center. It also answers questions about childcare and school. It helps with the search for a flat. It answers questions about leisure activities.

The Welcome Center supports companies in the region. The employees are available to advise you.

The Welcome Center is a free service provided by the Görlitz district.

💡 Please use the appointment request. You will then receive an appointment. You can receive advice by phone, video chat or in person. The employees also come to the company.

🔗 You can find the [appointment request form here](#).

☎ [035816639430](tel:035816639430)

@[welcome@kreis-gr.de](mailto:welcome@kreis-gr.de)

📍 [Welcome Center, office in Zittau, Neustadt 15, 02763 Zittau](#)

#### Commissioner for Integration and Participation & Integration department

#### Commissioner for Integration and Participation in the district Görlitz

The representative for integration and participation in the district of Görlitz is Mr Alexander Klaus. Mr Klaus is the contact person for all migrants living in the district of Görlitz live in the district. He is also the point of contact for all German citizens who have questions about migration and integration.

Do you have any questions about migration? Do you have any questions about integration? Mr Klaus will be happy to advise you. He will also put you in touch with the relevant offices and authorities. Mr Klaus also helps you with problems and conflicts.

You want to talk to Mr Klaus talk to Mr? Please make an appointment by telephone. You can also make an appointment by e-mail.

📍 [District office Görlitz](#)

@[auslaenderbeauftragter@kreis-gr.de](mailto:auslaenderbeauftragter@kreis-gr.de)

☎ [035816639007](tel:035816639007)

🌐 [www.kreis-goerlitz.de/Seiten/Beauftragter-fuer-Mi...](http://www.kreis-goerlitz.de/Seiten/Beauftragter-fuer-Mi...)

📅 Consultation hours by appointment

---

### Subject area (SG) Integration

Integration takes place in all areas of life. The employees are contact persons for towns and municipalities in the district Görlitz. They work together with full-time staff and volunteers to shape integration. Counselling also takes place here.

Do you have any questions? For example, integration projects? Would you like to know what training programmes are available? Can't find the right contact point? Then please speak to the employees.


The Integration Department is part of the [Foreigners' Registration Office](#). It can be found at three locations: in the cities of Görlitz, Niesky and Zittau. You can reach the employees by telephone or e-mail. Please make an appointment if you would like to speak to them in person.

District Office Görlitz, SG Integration

 [Location Görlitz](#)  
 [Location Niesky](#)  
 [Location Zittau](#)  
 [035816635170](tel:035816635170)  
 [@integration@kreis-gr.de](mailto:integration@kreis-gr.de)

Further information, for example on the tasks or possibilities for financial support, can be found on the website:

 [www.integration.landkreis.gr](http://www.integration.landkreis.gr)

 The Integration Department regularly publishes an information letter. In it, you can read, for example, which events and projects are taking place. You will also find information on statistics and new laws. Would you like to subscribe to the newsletter? Then send an e-mail to [integration@kreis-gr.de](mailto:integration@kreis-gr.de). You can also find the current info letter on the [website](#).

## Migration counselling and youth migration counselling

### Migration counselling for adult immigrants (MBE)


The migration counselling service for adults (MBE) supports and accompanies migrants. They receive tips and information there. For example, it deals with topics such as language courses, finding accommodation, finding work, health, childcare and school. More information can be found on the following page: "[Migration advice centres for adult immigrants \(aged 27 and over\)](#)".


### MBE in the district Görlitz


 [DRK-Kreisverband Görlitz Stadt und Land e.V.](#)  
 [03581362479](tel:03581362479)  
 [01732660389](tel:01732660389)  
 [015780510240](tel:015780510240)

 [@migration.braun@drk-goerlitz.de](mailto:migration.braun@drk-goerlitz.de)

 [@migration.nieter@drk-goerlitz.de](mailto:migration.nieter@drk-goerlitz.de)

 Monday to Thursday 08.30 - 14.00 and by appointment

 The counsellors also provide advice online via the mbeon app. You can find more information about the mbeon app at the bottom of this page.

 All migrants living in Görlitz, Weißwasser and Niesky can receive counselling.

💡 Counselling is available in German, Spanish and English.

🌐 <https://www.drk-goerlitz.de/migrations-und-integr...>

📍 **[Caritas Association of the Diocese of Görlitz e. V.](#)**

☎ [035813299027](tel:035813299027)

☎ [035813299028](tel:035813299028)

@ [migration.goerlitz@caritas-goerlitz.de](mailto:migration.goerlitz@caritas-goerlitz.de)

💡 Counselling is available in German, Polish, Russian, Armenian, English and Arabic.

🌐 <http://www.caritas-goerlitz.de/>

💡 Please make an appointment by telephone.

📍 **[DRK-KV Löbau e. V. – Counselling centre Löbau](#)**

📍 **[DRK-KV Löbau e. V. – External counselling centre Zittau](#)**

☎ [01725167765](tel:01725167765)

☎ [035852196690](tel:035852196690)

@ [migrationsberatung@drk-loebau.de](mailto:migrationsberatung@drk-loebau.de)

Further information can be found on the website of DRK. Here you will find contact persons and opening hours, for example.

🌐 <http://drkloeb1.drk-hosting.de/angebote/existenzs...>

## Youth Migration Service (JMD)

The Youth Migration Service helps young migrants. All people between the ages of 12 and 27 receive counselling. The counselling service helps if you have problems, for example at school. The counselling service also helps you if you are looking for a meeting place. It also helps with language learning and training. You can find more information on the "[Youth Migration Services](#)" page.

## JMD in the district Görlitz

📍 **[Internationaler Bund \(IB\) – JMD Löbau](#)**

☎ [+49 \(0\) +49 \(0\) 7153712](tel:+49(0)49(0)7153712)

@ [Anett.Liebsch@ib.de](mailto:Anett.Liebsch@ib.de)

🌐 <https://www.jugendmigrationsdienste.de/jmd/loebau>

📅 Counselling hours are Wednesday and Thursday, from 10:00 to 14:00. You can also make an appointment outside of counselling hours.

📍 **[Internationaler Bund \(IB\) – Außenstelle Ebersbach-Neugersdorf](#)**

☎ [+49 \(0\) 35863690328](tel:+49(0)35863690328)

☎ [+49 \(0\) 15732381646](tel:+49(0)15732381646)

@ [Anne.Pitro@ib.de](mailto:Anne.Pitro@ib.de)

🌐 <https://www.internationaler-bund.de/standort/208408>

📅 Counselling by appointment (by telephone or via the [contact form](#))


📍 **[IMPULS e. V., Standort Weißwasser](#)**




[+49 \(0\) 3576205064](tel:+49(0)3576205064)


@ [jmd@impulswsw-gr.de](mailto:jmd@impulswsw-gr.de)

 [www.jugendmigrationsdienste.de/jmd/weisswasser](https://www.jugendmigrationsdienste.de/jmd/weisswasser)

 There are consultation hours in Weißwasser: Tuesday from 10.00 - 13.00 and by telephone appointment.


 You can find the contact form [here](#).

 [IMPULS e. V., Location Görlitz](#)


 [+49 \(0\) 17665028880](tel:+49(0)17665028880)

 [@gabriele.bierhorst@impulswsw-gr.de](mailto:gabriele.bierhorst@impulswsw-gr.de)

 <https://www.jugendmigrationsdienste.de/jmd/weisswasser>

 There are consultation hours in Görlitz: Wednesday from 09.00 - 13.00 and by telephone appointment.

### Further information can be found online:


 You can find more information about the youth migration services on the website "[jmd - jugendmigrationsdienste](#)".

The MBE and JMD of the district of Görlitz can be found at BAMF-NAVI:

 [bamf-navi.bamf.de/de/](https://bamf-navi.bamf.de/de/)

Migration counselling is available online on the website "MBE – Migrationsberatung für erwachsene Zugewanderte":

 <https://www.migrationsberatung.org/de/>

 The mbeon app is a digital service. Users can access chat counselling via mbeon. Counselling is free of charge and anonymous. You can find more information [here](#).

**You can find more options for counselling on all aspects of asylum on the "[Counselling and help](#)" page.**

### Regional advice centres

**On this page you will find some regional advice centres. The list is not complete. If necessary, ask your local town or municipality for further offers. You can also find further advice centres on the Internet.**


### Consultancy for the project "erWACHSEN" from the Caritasverband der Diözese Görlitz e.V.

Are you between the ages of 18 and 27? Do you have any questions or problems? Are you planning an important step in your life? Or would you like to move into your first home? Have you been granted a residence permit and are you allowed to move out of the shared accommodation? Or do you want to start an apprenticeship or a job? The counsellors will help you with these questions. Their origin or religion play no role in this.

 [Regionalstelle Wilhelmsplatz 2, 02826 Görlitz](#)

 [+49 \(0\) 15224726857](tel:+49015224726857)


 <https://www.caritas-goerlitz.de/angebote/kinder-u...>

 The opening hours are Tuesdays 13.00–18.00 and Thursdays 08.00–13.00 (or by appointment).


## **Counselling on pregnancy, District Office Görlitz (in Görlitz)**


Here you will receive support with all questions relating to pregnancy. For example, you will receive help if there are problems during pregnancy. Or you can get help if there is a dispute in the family. You will also receive advice on maternity protection and parental allowance. Here you will find information on the initial equipment for the baby. You can also seek advice on [terminating your pregnancy](#). You will also receive information about social or economic assistance. This also includes family support.

 [Pregnancy counselling, Reichertstraße 112, 02826 Görlitz](#)

 [035816632716](tel:035816632716)

 [@schwangerschaftsberatung@kreis-gr.de](mailto:schwangerschaftsberatung@kreis-gr.de)

 Please refer to the [website](#) for information on office hours.

 On the website, you will also find information on the documents you need to bring with you.


 [Counselling centre for pregnant women of the Diakonie Löbau-Zittau](#)

 [Counselling centres of the DRK in Weißwasser and Niesky](#)

 [Counselling centre of the Caritasverband of the diocese Görlitz e.V.](#)

## **Social Psychiatric Service, District Office Görlitz**

People with mental health problems and psychiatric illnesses are counselled here. Relatives can also seek advice. There are counselling centres in the cities of Görlitz, Niesky, Zittau, Löbau and Weißwasser. Counselling is free and anonymous. Further information can be found here:


 [035816632713](tel:035816632713)


 [@SPDi@kreis-gr.de](mailto:SPDi@kreis-gr.de)

 [www.kreis-goerlitz.de/Gesundheit/Beratung/Sozialp...](http://www.kreis-goerlitz.de/Gesundheit/Beratung/Sozialp...)

 [www.kreis-goerlitz.de/Landratsamt/Aemteruebersich...](http://www.kreis-goerlitz.de/Landratsamt/Aemteruebersich...)


## **Psychosoziales Zentrum Dresden (Psychosocial Centre / PSZ), Advice centre of Görlitz ("Das BOOT gGmbH")**

Do you suffer from stressful memories? Have you had bad experiences while on the run? Do you suffer from sleep disorders and nightmares? Do you often feel sad or helpless? Have you experienced violence? Then the PSZ advice centres are available to you. The consultation is free and confidential. All employees are sworn to confidentiality.  [Jakobstraße 24, 02826 Görlitz](#) (2nd floor)

 [+49 \(0\) 35126440099](tel:+49035126440099)

@[psz.dresden@das-boot-ggmbh.de](mailto:psz.dresden@das-boot-ggmbh.de)

 <https://das-boot-ggmbh.de/>

 Tuesdays, 9 a.m. to 3 p.m

💡 When registering, please always fill out the registration form. You can find it on the website under “Anmeldung / Registration”.

💡 Advice is given in the native language.

## Addiction counselling

People with an addiction are counselled here. Their relatives can also seek advice. An addiction exists when someone is dependent. For example, you can be addicted to drugs, medication, alcohol or tobacco. Counselling services are available in the cities of Görlitz, Löbau, Niesky, Weißwasser and Zittau. Further information and contacts can be found on the [district's website](#).

## Counselling in difficult life situations

This Soziale Netzwerk Lausitz supports people in difficult situations. There are many offers here. The counsellors help with addiction or disability, for example. They also help with dementia and depression. Or if someone is very lonely. There are counselling centres in the cities Weißwasser and Niesky. Further information and contact details can be found [here](#).

## Parenting and family counselling

Anyone can come to the advice centre: Mother and father, parents with or without custody. Step-parents, foster parents and grandparents can also seek advice. Children and young people can also come to the counselling centre. There are also special programmes, for example a course for separated parents. Counselling is offered by the AWO Oberlausitz. It takes place in Löbau. Counselling is free and anonymous.

📞 [035852113410](tel:035852113410)

@[erziehungsberatung@awo-oberlausitz.de](mailto:erziehungsberatung@awo-oberlausitz.de)

 [www.awo-oberlausitz.de/kinder-jugend-familie/erzi...](http://www.awo-oberlausitz.de/kinder-jugend-familie/erzi...)

💡 A personal consultation is only possible by prior appointment.

## Parenting and family counselling as well as marriage and life counselling: A Diakonie advice centre, Löbau-Zittau.

Pregnant women, couples and families can seek advice here. For example, they receive counselling in the event of conflicts within the family. You can get help if you have experienced violence or have psychological problems.

There is also a youth counselling service. Here you will receive support on topics such as media, social issues and school.

And there is a debt counselling service. Here, people receive help in dealing with money.

These are all services offered by the general social counselling service of Diakonie Löbau-Zittau non-profit organisation. Counselling is provided regardless of age, religion and nationality. Counselling is free and anonymous.

☎ [0358547660](tel:0358547660)  
 @ [info@dwlz.de](mailto:info@dwlz.de)  
 🌐 [www.dwlz.de/beratung/](http://www.dwlz.de/beratung/)

### **DRK Pregnancy and family counselling**

The DRK District association Weißwasser e.V. advises on all questions relating to pregnancy and family planning. You can also receive sex education. Do you need help applying for financial aid? Do you need help applying for a mother-child cure or a father-child cure? You can also contact the advice centre in this case. You can make an appointment by e-mail, telephone or WhatsApp.

📍 [Berliner Straße 23, 02943 Weißwasser](#)  
 ☎ [03576247044](tel:03576247044)  
 @ [schwanger@drk-weisswasser.de](mailto:schwanger@drk-weisswasser.de)  
 🌐 [www.drk-weisswasser.de/schwangeren-und-familienberatung.de](http://www.drk-weisswasser.de/schwangeren-und-familienberatung.de)

📍 [Zinsendorfplatz 14, 02906 Niesky](#)  
 ☎ [035882223888](tel:035882223888)  
 @ [niesky@drk-weisswasser.de](mailto:niesky@drk-weisswasser.de)  
 🌐 [www.drk-weisswasser.de/schwangeren-und-Kontfliktberatung.de](http://www.drk-weisswasser.de/schwangeren-und-Kontfliktberatung.de)

### **DRK-Debt counselling**

This offer from DRK is for all people with debts. Counselling is free and anonymous. Consultation takes place in the cities Niesky and Weißwasser.

📍 [Location Weißwasser](#)  
 ☎ [03576247055](tel:03576247055)  
 @ [schuldner@drk-weisswasser.de](mailto:schuldner@drk-weisswasser.de)  
 🌐 <https://www.drk-weisswasser.de/start/angebote/ber...>  
 📅 Tuesday 09.00–12.00 and 13.00–17.00  
 Friday 9.00–12.00

📍 [Location Niesky](#)  
 ☎ [035882223983](tel:035882223983)  
 📅 Monday 09.00–12.00 and 13.00–15.00  
 💡 It is advisable to make an appointment in advance.

### **Consumer advice centre (Verbraucherzentrale)**

The consumer advice centre is an association that helps consumers. Consumers are all people who use or buy something. The consultation takes place in person, by telephone or via video. For example, consumers go here for advice if they:

- want to save gas and electricity.
- have problems with bills or train tickets.
- have questions about food.
- need a good bank account.



- want to save money.
- want to find out more about retirement planning.
- You can find further advice topics [here](#).

💡 The advice usually costs money. [Find out about prices here](#).

📞 Please make an appointment. [You can make the appointment online](#).

📞 Get information and make appointments: +49 (0) 3416962929

🌐 <https://www.verbraucherzentrale-sachsen.de/>

## Fabisax

Fabisax is an online portal of the Free State of Sachsen. The database with its current offers is a useful aid. You can find various advice centres here, for example. Use the search function. This will help you find the right offer.

🌐 <https://www.familie.sachsen.de/fabisax>

## Help and counselling in cases of violence

**Here you will find some contact points. You can always contact them if you have any problems or questions.**

💡 Further information on domestic violence can be found in the chapter "[Women's rights](#)".

💡 On this page you will find information on the topic of "[Anti-discrimination and inclusion](#)".

💡 On the page "[Help with mental health problems](#)" you will find relevant contact points.

## Nationwide emergency number for violence against women

The counselling service is for women who have experienced or are still experiencing violence. People of all nationalities, with and without disabilities, are supported. You can always get advice - 365 days a year, around the clock. Relatives, friends and specialists are also given advice. The counselling service is anonymous. It is free of charge and barrier-free. It is available in 18 foreign languages. Counselling is offered by telephone or via chat.

📞 [116016](tel:116016)

🌐 [www.hilfetelefon.de](http://www.hilfetelefon.de)

## Youth welfare office Görlitz

You can contact the youth welfare office in the event of family conflicts. The Youth Welfare Office is also there when protective measures for children and young people are necessary.

📧 [@jugendamt@kreis-gr.de](mailto:@jugendamt@kreis-gr.de)

📧 [@kontakt@sfws-goerlitz.de](mailto:@kontakt@sfws-goerlitz.de)

On this page you will find lots of important information and contacts for help in emergency situations:

🌐 <https://sfws-goerlitz.de/fuer-familien/sos/>

On this page you will find a contact form. You can use this to contact the "Child protection and early help" network office.

🌐 <https://sfws-goerlitz.de/ueber-uns/kontakt/>

## **Intervention and coordination centre against domestic violence in the district Görlitz**

Those affected are given advice. The children of those affected or their relatives can also receive counselling. The counselling service is free of charge. It is also anonymous. Discussions can take place in person. There are counselling rooms for this purpose. However, you can also receive counselling at your place of residence. Or in other protected places. Telephone and online counselling is also available.

☎ [035852139803](tel:035852139803)

@ [iks@dksb-zittau.de](mailto:iks@dksb-zittau.de)

🌐 <https://kinderschutzbund-zittau.de/haeusliche-gewalt/>

## **Women's and children's shelters in the district Görlitz**

The women's and children's shelters offer anonymous accommodation. Women and their children who are threatened or feel threatened can live here. People are accepted regardless of their religion, culture or origin.

☎ [01759809462](tel:01759809462)

@ [zuflucht-lk.gr@web.de](mailto:zuflucht-lk.gr@web.de)

🌐 <https://soziale-projekte-zittau.de/frauen-kinderschutz>

## **Trude e.V.**

Are you a victim of sexualised violence? Do you have questions about sexualised violence? The association Trude e.V. offers help. You can get advice here.

☎ [035882939433](tel:035882939433)

@ [post@trude-im-internet.de](mailto:post@trude-im-internet.de)

🌐 <https://www.trude-im-internet.de/>

## **Weisser Ring e.V.**

Have you experienced violence? Have you been a victim of crime? The association Weisser Ring e.V. offers help. You can get advice here.

There is a branch office at Görlitz / Niederschlesischer Oberlausitzkreis.

☎ [015155164822](tel:015155164822)

@ [gr-nol@mail.weisser-ring.de](mailto:gr-nol@mail.weisser-ring.de)

🌐 [goerlitz-niederschlesischer-oberlausitzkreis-sachsen.weisser-ring.de](https://goerlitz-niederschlesischer-oberlausitzkreis-sachsen.weisser-ring.de)

There is a branch office in Löbau / Zittau.

☎ [015155164645](tel:015155164645)

@ [loebau-zittau@mail.weisser-ring.de](mailto:loebau-zittau@mail.weisser-ring.de)

🌐 [loebau-zittau-sachsen.weisser-ring.de](https://loebau-zittau-sachsen.weisser-ring.de)

## **Opferhilfe Sachsen e.V.**

The centre advises people who have been affected by a criminal offence. Witnesses to a criminal offence can also seek advice.

☎ [035814298770](tel:035814298770)

[@goerlitz@opferhilfe-sachsen.de](mailto:@goerlitz@opferhilfe-sachsen.de)



[www.opferhilfe-sachsen.de](http://www.opferhilfe-sachsen.de)

## **SUPPORT of the RAA Sachsen e.V.**

Here, people affected by right-wing, racist and anti-Semitic violence are supported.

 [01743305678](tel:01743305678)

 [035816845696](tel:035816845696)

 [@opferberatung.goerlitz@raa-sachsen.de](mailto:@opferberatung.goerlitz@raa-sachsen.de)

 [www.raa-sachsen.de/support](http://www.raa-sachsen.de/support)

The support team also provides advice online. This **chat counselling** takes place via an app. The app is called SupportCompass. Text messages and voice messages can be sent via this app. Images and PDF documents can also be sent. You can find more information about chat counselling here:

 <https://www.raa-sachsen.de/support/onlineberatung>

## **LAG. Gewaltfreies Zuhause Sachsen e.V.**


The LAG - Gewaltfreies Zuhause Sachsen e.V. is committed to combating domestic violence and stalking. On the website you will find information on the subject of domestic violence. Are you affected by violence or are you looking for counselling for others? On this page you and your children can search for women's shelters and specialist counselling centres throughout Saxony.

 <https://gewaltfreieszuhause.info/>

## **Counselling centre for anti-Semitic violence and discrimination**

Are you a victim of anti-Semitic violence? Have you experienced anti-Semitic discrimination? Here you will find help and advice.

 [08006645268](tel:08006645268)

 [015758544732](tel:015758544732)

 [@sachsen@ofek-beratung.de](mailto:@sachsen@ofek-beratung.de)

 <https://ofek-beratung.de/>

## **Anti-Discrimination Office Saxony e.V.**

You can ask for help from the anti-discrimination offices in Saxony (ADB) for help. You can report discrimination and request counselling on the website. The website offers information in many languages. You can make an enquiry for advice here.

 <https://www.adb-sachsen.de/de>

## **KOBRAnet**

KOBRAnet is a specialist counselling centre for victims of human trafficking and forced marriage. The specialist centre is active in Saxony. Offices are located in the cities Dresden and Leipzig. KOBRAnet offers psychosocial counselling. Women affected by human trafficking

are supported. This can be sexual exploitation or forced prostitution. Women and their partners who are threatened or affected by forced marriage also receive counselling.

 <https://kobranet.eu/#>

### **KOK. Nationwide coordination group against human trafficking e.V.**

Kok is the abbreviation for: Nationwide **coordination group against human trafficking**.

Various groups work in the organisation

and clubs together. They are all over Germany. Together they are campaigning against

human trafficking. On the website you will find information on human trafficking. You can also

search for counselling centres on the website.


 <https://www.kok-gegen-menschenhandel.de/startseite>

## **Here you will find information on general telephone counselling**


### **Number against grief**

The Nummer gegen Kummer is a counselling service for parents. Children and young people can also make use of the counselling services. The call in Germany is free of charge.

Are you a child or a teenager? You can register here:

 [116111](https://www.nummergegenkummer.de)


Here is the telephone number for parents. You can find more information on the website:

 [08001110550](https://www.nummergegenkummer.de)

 [www.nummergegenkummer.de](https://www.nummergegenkummer.de)


### **Helpline for pregnant women**

Are you pregnant? Do you need help? Here is the helpline for pregnant women in need:


 [08004040020](https://www.nummergegenkummer.de)

### **Telephone counselling**

The Protestant church offers help. Do you want to talk about your worries? Here is the number of the telephone counselling service:

 [08001110111](https://www.nummergegenkummer.de)

The Catholic Church offers help. Do you want to talk about your worries? Here is the number of the telephone counselling service:

 [08001110222](https://www.nummergegenkummer.de)

### **Emergency numbers**

An emergency is an acute danger to health. Do you have an emergency? Then call an emergency doctor.

### **Emergency contacts**

**Rescue service / emergency doctor**  [112](https://www.nummergegenkummer.de)

**Fire brigade**  [112](https://www.nummergegenkummer.de)

**Accident, robbery, police**  [110](https://www.nummergegenkummer.de)

💡 The emergency numbers always work. Don't have any credit on your mobile phone? The number still works!

**On-call service for statutory health insurance physicians:** Here you can get help at night, at weekends and on public holidays. Call the on-call service for non-life-threatening illnesses or injuries that cannot wait until the next consultation. On the website you can search for on-call practices, doctors and psychotherapists.

☎ [116117](tel:116117)

🌐 [www.116117.de](http://www.116117.de)

**Poison centre Erfurt:** When do you call the poison centre? Whenever there is a suspicion of poisoning. Poisoning can be caused by medicines, drugs, household products or food. Plants, animals and fungi can also cause poisoning. **First call the emergency services (112), then the local poison control centre.**

☎ [0361730730](tel:0361730730)

🌐 [www.ggiz-erfurt.de](http://www.ggiz-erfurt.de)

**Blocking emergency call:** Have you lost your debit or credit card or has one of your cards been stolen? Then block the card. Call the blocking emergency number. Keep your account number and sort code (BLZ) or your International Bank Account Number (IBAN) ready. In the event of theft or suspected theft, a report must then be made to the police.

☎ [116116](tel:116116)

🌐 [www.sperr-notruf.de](http://www.sperr-notruf.de)



Here you can find [help with domestic violence](#).

Do you need to go to [hospital](#)? You can find information here.

💡 Here you will find the [Emergency card "Advice and help in emergencies"](#) with important numbers and contact points.

---

## Helpline Sachsen — Language mediation in an emergency

**If you need a translation in an emergency, Helpline Sachsen can help you.**

Do you need help, but the police don't understand you? Do you need help but the emergency services don't understand you? The Helpline will transfer your emergency call to the police (110). The Helpline will transfer your emergency call to the emergency services (112). **24 hours a day** in German, English, Arabic and Persian. Consultation hours in other languages for communication in an emergency can be found on the website.

☎ [035185075222](tel:035185075222)

🌐 <https://www.raa-sachsen.de/helpline>

---

## Important information for an emergency call

- **Who is** calling (your name)?
- **Where** did something happen (address)?
- **What** happened?

- **How** many injured or sick people are there?
- **What** kind of illnesses or injuries are present?
- **Waiting** for enquiries!

Stay calm. Speak slowly and clearly. Then you will be better understood. Do not end the call.  
All important information has been provided? The emergency call centre / police end the call.