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What do I do in an emergency?

If you need help very quickly in an emergency situation, the [emergency numbers](#) will help you.

You can also call the **telephone pastoral care service** ("Telefon-Seelsorge"). There you will be advised directly on the phone:



[08001110111](tel:08001110111) and [08001110222](tel:08001110222)

The call is free and you can always call. You do not have to say your name and you will not be asked for it.

Help and advice in difficult situations can also be found at the [Helpline](#).




[0800 2226622](tel:08002226622)

For children and young people, there is the **number for those struggling with worries or concerns**:



[116111](tel:116111)

What can you do in the event of an acute mental health crisis?

 Anyone can have a **mental health crisis** - no matter how old they are, how they live or where they come from. You can have a crisis because something very bad has happened to you (e.g. someone has died, you are in great danger war...). You can also have a crisis if you have experienced bad things for a long time or are seriously mentally ill (e.g. have depression or anxiety disorders).



In an emergency, call the [112](tel:112).

If you have a crisis or think you want to die, you can also always go to a hospital - day and night and at weekends:

University Hospital Mannheim - Emergency Department



[Theodor-Kutzer-Ufer 1-3, 68167 Mannheim](#)



[06213834472](tel:06213834472)



<https://www.umm.de/integriertes-notfallzentrum/no...>

Psychological Emergency Service Central Institute for Mental Health

📍 [J5, 68159 Mannheim](#) (entrance next to the main entrance)

☎ [0621 17037777](tel:062117037777)

🌐 <https://www.zi-mannheim.de/behandlung/notfall.html>

Where can I find help?

In the **Mannheim** you will find help in the following places:

Family doctors

Your GP can help you directly, refer you to the right specialist.

You can find more information [here](#).

Specialist for psychiatry and psychotherapy

A specialist in psychiatry and psychotherapy is particularly knowledgeable about mental illness. You can find a specialist, for example, on the [website of](#) the Kassenärztliche Vereinigung Baden-Württemberg (Association of Statutory Health Insurance Physicians)

Advice centres

Psychological Counselling Centre of Caritas Mannheim

📍 D7, 5, 68159 Mannheim

☎ [0621125060](tel:0621125060)

🌐 <https://www.caritas-mannheim.de/hilfe-und-beratun...>

Psychological Counselling Centre of the Protestant Church Mannheim

📍 [M1, 9a, 68161 Mannheim](#)

☎ [0621 28000280](tel:062128000280)

🌐 <https://pb.ekma.de/>

Emergency call and counselling for sexually abused women and girls

📍 [O6, 9, 68161 Mannheim](#)

☎ [062110033](tel:062110033)

🌐 <https://www.maedchennotruf.de/>

Addiction counselling at the Mannheim Drug Association

📍 [K 3, 11-14 68159 Mannheim](#)

☎ [0621 159000](tel:0621159000)

🌐 <https://drogenverein-mannheim.de/hilfe/beratung/>

Online offer for adolescents and young adults with traumatic experiences

You had a bad experience?

Find a way to deal with it better with the **StAR online training!**

The online training...

- is free
- is 12 weeks long
- you can do it yourself
- you can do it when and where you want (e.g. at home)
- is accompanied by a coach

You can participate if you are **between 15 and 21 years** old.

If you are under 18 years old, your parents' consent is required.

Here you can find more information and register directly: <https://hellobetter.de/star-studie/>

If you have any questions, you can send the study team an email or a message on Instagram:



projekt-star@fau.de



team_star_studie



[StAR flyer for relatives](#)



[StAR flyer for young people](#)

Self-help app for people with refugee experiences

The app "[Sanadak](#)" provides support in dealing with **post-traumatic** stress and related **psychological stress**.

It is available in **German** and **Arabic**.

 [Google Playstore](#)

 [Apple Store](#)